



Inspection Report on

Anwen Care Home

**Anwen Care Home
Heol Pant-yr-awel
Pantyrwel
Bridgend
CF32 7LA**

Date Inspection Completed

16/09/2022

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About Anwen Care Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Anwen Care Ltd
Registered places	60
Language of the service	English
Previous Care Inspectorate Wales inspection	25 May 2022
Does this service provide the Welsh Language active offer?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People receive care and support from a knowledgeable team of care staff and nurses, who have a friendly approach and create a relaxed atmosphere in the home. People appear happy with the service they receive and have positive relationships with staff who provide their care. The staff team support people to interact with each other and engage with them in a variety of ways. People and their visitors share positive feedback about their experience of the service. Personal plans and risk assessments are detailed, and person centred. There are measures in place to protect people from harm and abuse. The management and monitoring of medication ensures good practice is maintained. The environment is well maintained and homely. Equipment and utilities are fit for purpose. Staff supervision is overall up to date, as is staff training. There is oversight and monitoring of the service by the responsible individual (RI) on behalf of the service provider.

Well-being

Care documentation within the service is informative and up to date. Care plans are person centred, detailed and clear to follow. Care staff and nurses have a very good knowledge of people and are therefore able to notice any changes quickly and respond promptly. People remain as healthy as they can be due to timely referrals to healthcare professionals and effective administration of medication. Healthy and nutritious meals consider people's dietary needs. People living in the home and their relatives told us they were very happy with the care provided at the service.

There are systems in place to safeguard people and reduce risks. Access to the service is restricted to authorised individuals. Experienced nurses and care workers have a good understanding of individual needs and risks. Up to date policies support the service to maintain good practice and assist in keeping people safe. Staff know their safeguarding responsibilities and receive training in relation to protecting vulnerable adults. Infection control measures, including the use of personal protective equipment (PPE) and cleaning regimes, reduce the risk of cross infection.

People live in suitable accommodation, which overall, supports and encourages their well-being. People's bedrooms contain personalised items of their choice and are suitably furnished. They have facilities which encourage their independence and enable them to spend time on their own if they wish to. The building is well-maintained and safety checks are completed as required. The environment is clutter free and hazards are reduced as far as practically possible.

There is a clear management structure for the service. We received positive feedback from the staff we spoke with, who told us they feel supported by the manager. There are systems in place for monitoring the standards of support provided and the environment. This is overseen by the RI. There is a statement of purpose, which sets out information about the service provided. It describes the home's vision, values and ethos.

People experience warmth and kindness. We saw care staff treat people as individuals. People look relaxed and comfortable in the presence of the nurses and care workers. Staff speak in a friendly, caring, and respectful way and people respond positively to this. People we spoke with told us they are happy. They said "*the staff are very kind*", "*they are as good as gold*" and "*I get on with them*". We spoke with a visiting local authority representative who told us the service is very 'homely' and that staff "*have the residents at heart*".

Care and Support

People are provided with the care and support they need. There is an electronic care planning system in place providing support plans for all aspects of the individuals' physical, mental and emotional well-being. We examined a sample of care files, which contain initial assessments and personal plans which are regularly reviewed. Although ongoing, there has been some improvement since the previous inspection in seeking the views of the individual/representative during the review process. Referrals for advice and professional help regarding health conditions is sought as needed. We spoke with visiting health professional who told us they have no concerns regarding the service and "*all seem well looked after and happy*". Meetings are held for people living at Anwen Care Home to enable them to give feedback into the running of the home. There are two activity co-ordinators and we saw there are a range of activities available which are meaningful to individuals. Activities are arranged in groups and on a one-to-one basis, as people prefer. There is plenty of food, choice on menus. There is a four weekly rolling menu, which is about to be changed to their winter menu. A 'birthday buffet' is provided for the whole home when it is somebody's birthday. The individuals we spoke with all told us the food is very good, some said, "*the food is excellent*", "*very good, you get to choose your main course*" and "*plenty of it*".

There are safety systems to help limit risk to people, such as code secured doors and a sign in book for visitors on arrival. Staff have up to date safeguarding training, those we spoke with all confirmed they would raise any observed poor practice and understand how to raise a concern. People living at the home said they felt safe and well looked after. There are policies and procedures to help keep people safe that are reviewed to ensure they remain current. There are appropriate staffing levels in place to meet the care and support needs of the people living at the service. There have been times when staffing has been an issue due to Covid-19 but nurses and care workers told us that when all staff rostered are in work the levels are fine.

People living at the service receive their medication as prescribed. The service completes checks, which ensures medication is stored at correct temperatures, and therefore remains effective. Medication audits ensure staff maintain good practices and identify any areas of improvement required. A sample of medication records we saw contained no gaps or errors; medication is stored safely in a locked facility and controlled drugs and stock checks managed effectively.

Environment

The environment is suitable for people's individual needs. We looked at a number of people's rooms and found them to be individualised and contained items that were important to them. We observed the environment to be clean and tidy and saw there was accessible indoor and outdoor space for people to use. The layout of the home and large windows provided a good level of natural light, contributed to meeting the needs of the current people. We saw people's personal space was set out in a manner that reflected their individual preferences and complex care needs. We saw relatives and professionals were involved in best interest decision making and information was appropriately recorded within people's care files.

The service has systems in place that ensure the home and its facilities are safe. We looked at a range of documentation that relates to health and safety and the maintenance of the service. The information provides a detailed overview of a rolling programme of safety checks, servicing and maintenance of the home's equipment and facilities. Effective and efficient fire procedures, testing and training are in place to protect people. We saw that window restrictors are in place to protect people from the risk of falls, and harmful chemicals are securely stored. We saw the laundry facilities are suitable to meet the needs of people living in the home. Effective daily cleaning schedules are in place and all parts of the home are clean, tidy and well organised. The kitchen maintains its 5 (very good rating) awarded by the Food Standard Agency.

Leadership and Management

The service has a clear vision and ethos. Its aims, values, and delivery of support are set out in the Statement of Purpose in a transparent way. There are robust, up to date company policies and procedures in admissions, whistleblowing, infection control and medication. A written guide is available for people in the service, containing practical information about the home, and the support provided. However, this needs to be reviewed annually. While no immediate action is required, this is an area for improvement and we expect the provider to take action.

Care is provided by appropriately recruited, trained and supported staff. The provider carries out the necessary checks when recruiting staff. Enhanced staff recruitment checks are up to date. A number of staff have worked at the home for several years, which provides continuity of care for people. Nurses and care workers receive training to meet the needs of the people they support. The service is compliant with its core training requirements, and we were told more specialist training is also available. New care staff receive an induction in line with Social Care Wales's requirements. Staff receive regular one-to-one formal supervision and appraisals. Overall, staff say they feel valued and supported and find the management approachable. Regular staff meetings take place. Staff we spoke with told us "*I love working here*", "*the manager is brilliant, very approachable*" and "*It's a pleasant home to work in*".

There are systems and processes in place to monitor, review and improve the quality of care and support provided. We saw evidence that the manager and RI have good oversight of the service. We looked at documentation, which confirmed formal quarterly visits take place. On a six-monthly basis, the RI produces a quality of care report. The service also offers various formal and informal opportunities for people and their representatives, to ask questions and give feedback. The manager told us that relative satisfaction surveys are currently being distributed. The manager appropriately notifies relevant regulatory bodies and statutory agencies when there are concerns or significant events that might affect the well-being of individuals receiving care.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status
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19	The Information leaflet has not been reviewed annually.	New
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Date Published 12/10/2022