



# Inspection Report on

**Caemaen Residential Care Home**

**Caemaen Care Home  
Coleshill Terrace  
Llanelli  
SA15 3DE**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

**Date Inspection Completed**

14/03/2022

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## About Caemaen Residential Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Carmarthenshire County Council Adults and Children's Services
Registered places	30
Language of the service	Both
Previous Care Inspectorate Wales inspection	13/12/2017
Does this service provide the Welsh Language active offer?	Working Towards. The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

### Summary

People receive a service through a dedicated manager and staff team. The Responsible Individual (RI) has good oversight of the service through their Regulation 73 visits and quality audit tools.

People's individual health and wellbeing are important to those providing the care and support. People living in the service corroborate this. Care records provide a good sense of the person but some entries need to be clearer. Care workers are well trained and knowledgeable about the people living in the service.

The environment is homely but dated in places. The service is well maintained, it is clean and there are no malodours. There are appropriate infection prevention and control measures in place in line with current Public Health Wales guidance.

## Well-being

People's choices and views are recognised. People take part in one to one and group activities of their choice. The RI seeks the views of people living and working in the service during Regulation 73 visits. People can personalise their bedrooms with items important to them such as furniture, ornaments, photographs and artwork. People are offered choices of meals and refreshments and are involved as much as possible, in their care.

People are protected from the risk of harm and abuse. Care workers speak kindly about the individuals living in the service and have a good understanding of their needs and how to meet these. People are supported by staff who are caring and thoughtful. Care records provide information about the needs and preferences of people and give a good sense of the individual but updates need to be appropriately documented. Recruitment measures ensure staff working at the service have the right skills and approach to care. The service liaises with health and social care professionals to ensure people remain as healthy as possible. Care staff are clear on their responsibilities to protect people and this is supported by policies, which are regularly reviewed and updated. Some staff dynamics and care practices need to be addressed to prevent the risk of task based care being provided.

Appropriate infection prevention and control measures are in place and staff are clear about their role and responsibilities. The service is clean with no malodours. It is well maintained albeit dated in some areas.

## Care and Support

Committed staff have a good understanding of the needs of the people living in the service. Care staff are able to give good details about people's history and their specific care needs. Interactions are positive and caring; staff speak enthusiastically about supporting individuals and working in the service. They told us; *"the residents are great, they are the reason I come to work, I love it!"* and *"It's a pleasure coming to work to be able to help the residents"*.

People tell us they are happy with the care they receive and praise the care staff; they told us: *It's a lovely place, the staff are great*" and *"I'm very happy here, it feels a safe place to live, the staff are wonderful"*. All the people we spoke with tell us they feel safe living in Caemaen. A good proportion of the staff team are able to communicate in Welsh, which we observed during the inspection. Care and support plans have good details and give a sense of the individual. However, plans would benefit if they clearly contain the most up-to-date information about the person. People and or their representatives, sign their care plans to demonstrate they are involved in their care. Health and social care professionals are involved with people and this is well documented in their care records.

There are sufficient staffing levels in place to meet the care needs of people living at the service. Care workers respond to requests from people in a timely manner and interactions are friendly, respectful and unrushed. However, there appears to be a misconception by some staff where people need to be up and ready for breakfast by a particular time. This in conjunction with some night-time routines, albeit not on a regular basis, could lead to task based care being provided. This was discussed with the RI and manager during the inspection. There are appropriate measures in place for the safe storage, administration and recording of medication.

People are able to participate in regular group and individual activities; however, these have been limited during the height of the pandemic. We did see people playing board games, reading and knitting. Plans are in place to increase the number of external activities and visiting entertainers for people to enjoy over the coming months.

The kitchen has a five star food hygiene rating with varied menus offering daily choices. Menus are updated according to the season and in consultation with people. Meal times appear to be a very positive and an enjoyable social event. Meals are well presented, hot and choices readily available. Two people told us; *"I can choose the food I want – there are always choices"* and *"It's very nice here, the carers are great, the food is lovely too"*.

The service promotes hygienic practices to reduce the risk of infection. Staff wear appropriate PPE and adhere to the current Public Health Wales (PHW) Guidance. The manager works with Environmental Health and the Local Health Board to ensure the service is meeting its obligations around infection, prevention and control measures.

## Environment

Arrangements are in place to minimise risks to people's health and safety. Testing and servicing of fire-fighting and moving & handling equipment are carried out within the required timescales. Personal Emergency Evacuation Plans (PEEPS) are individualised and readily available. Emergency alarms are accessible and when activated are responded to in a timely manner.

Infection prevention and control measures are in place, there are sanitation and PPE stations located throughout the service. COVID-19 testing procedures are in place for all visitors, who come to meet their relatives at the service. Appropriate and safe measures are in place to facilitate relatives and friends to visit. This is kept under review. Substances hazardous to health are stored safely and communal areas are uncluttered and free from hazards. Domestic staff have the appropriate equipment to carry out their tasks safely. Suitable arrangements are in place for the washing and drying of people's laundry. There are thorough maintenance checks, servicing and audits in place. The environment is clean and free from malodours.

The layout of the service enables people to use the facilities available to them safely. In the main, the environment supports people to achieve their personal outcomes. The décor within some areas are dated and could do with refreshing. One small lounge has been re-decorated, and along with the newer furniture, offers people an attractive area to meet. One person told us *"I like this lounge, it feels bright and welcoming"*. There are communal and quieter areas for people to meet depending on their preference. People's bedrooms are personalised with items of furniture, ornaments, photographs and artwork. The well-maintained gardens offer areas for people to sit, socialise and enjoy during warmer weather.

## Leadership and Management

There are robust governance arrangements in place. The RI is in regular contact with the service and has undertaken Regulation 73 visits during the Pandemic. CIW have received copies of her reports, which demonstrates she speaks to people, and staff as part of the visits to the service. Staff and people confirmed this with us, one said *"I have met her, she always says hello and check up on us"*. There are a range of monitoring tools and audits undertaken. Actions required from these audits are acted upon and reviewed regularly.

Staff are knowledgeable, and competent to care for people living in the service. Staff attend a range of mandatory and service specific training and records confirm this. Care staff told us about the training they attend and demonstrate a good understanding of their role in the protection of individuals and safe moving and handling procedures. Staff records show they receive a good induction, have, in the main regular supervision and an annual appraisal. The volume of information held in some staff files makes it difficult to navigate through and needs improving.

Overall staff feel supported by the manager and senior carers; care workers told us: *"the manager – She's lovely! Always there if there is a problem. We work well together, her door is always open"*, *"the manager has been very helpful and listens to suggestions I have made"* and *"it's very open here, the seniors are amazing"*. It is unfortunate shift patterns cannot always accommodate individual staff needs and the consequence of this. There are some concerns about the team dynamics between experienced and new staff. One staff member told us *"It's very hard work; new staff make it harder as they need so much support"*. We have spoken with the manager and RI about shift patterns and the staff dynamics as part of the inspection.

Staff follow appropriate infection, prevention and control measures and are able to explain their responsibilities in reducing the spread of COVID-19. There are up to date and regularly reviewed policies and procedures in place to support staff. Recruitment records hold all the required information and checks.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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
N/A	No non-compliance of this type was identified at this inspection	N/A



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