



## Inspection Report on

**Langton Hall Care Home**

**Langton Hall Residential Home  
Dwrbach  
Fishguard  
SA65 9RH**

## **Date Inspection Completed**

08/06/2022

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## About Langton Hall Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Mavalon Care Ltd
Registered places	24
Language of the service	English
Previous Care Inspectorate Wales inspection	31/11/2019
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

Langton Hall is a well-managed service which maintains a relaxed atmosphere that helps people and visitors feel comfortable and at ease. Overall people and their relatives are happy with the service and the impact it has on their lives. Care staff are friendly, enthusiastic and strive to make a positive difference to people's lives. Good communication channels are evident and prompt referrals to healthcare professionals are made where necessary.

The management team is professional, approachable and take action in a timely manner. The directors take an active role in the service. The Responsible Individual (RI) is in regular contact undertaking quality reviews, consulting with people and staff. Care staff feel well supported by all senior staff members.

All care staff demonstrate a thorough knowledge of the people they support. They attend training relevant to their roles and the support they provide to people on a daily basis.

## Well-being

People and their relatives told us they feel safe. We saw that assessments had been carried out prior to people coming to live in the home. People and their relatives told us that communication within the service is generally very good. They know how to raise any concerns if necessary and are confident that they would be listened to. Care staff have safeguarding training and were able to describe how they would respond to potential abuse within the home. Care staff told us that they are well supported within their roles.

Care staff told us that they are aware of the importance of promoting each person's health and well-being. People's personal plans and attendant risk assessments are regularly reviewed, and detailed daily records are kept. People and/or their relatives know about any changes made because they are involved in decisions which affect them. There are good channels of communication within the staff team as well as with relatives and external professionals. Any changes to health and wellbeing are closely monitored and referred to health professionals in a timely manner.

Care staff listen to and work with people to ensure that care and support is appropriate for each individual. This means that people receive the right support when they need it. Personal profiles highlight what is important to people and personal plans describe each person's support, giving a good idea of their needs, goals and aspirations. Staff retention is good so care workers are familiar to people and understand their needs and everyday routines. Some people speak Welsh and the provider is working towards the Active Offer of the Welsh language.

Overall the environment in which people live supports their wellbeing. The building is maintained as well as is possible given the age of the property, is homely and comfortable. The two downstairs toilets need attention as the paintwork and flooring is marked and flaking and there was a noticeable malodour in the area. Communal and personal space is comfortable and homely and the service has a sense of community with people having warm relationships with each other and with staff.

## Care and Support

People have accurate and up to date plans for how the service provides their support. Detailed initial assessments are carried out. There is a multi-agency approach to arranging people's care. This includes the person, relatives and external health care professionals such as social workers and district nurses. There are a number of people living at the service with complex health needs, including dementia, reduced mobility and communication difficulties. Personal plans are individualised and clearly note peoples' needs and wishes, including information regarding preferred methods of communication. Daily records are detailed and informative. The manager regularly reviews all documents to ensure they remain up to date.

Staff place importance on maintaining a balanced diet and good fluid intake for the people they support. Care staff regularly offer people drinks and snacks of their choice throughout the day. People receive individual, thoughtful support from care staff. We saw people are not rushed and enjoy meals as a social event. People are consulted about what is included on the menu and are very complimentary about the food offered. An alternative to the main menu is always provided and people are made aware of this. Kitchen staff are well aware of people's likes and dislikes and any food intolerances or allergies.

As far as possible, the provider takes steps to safeguard people from neglect and abuse. Care records clearly state any risks to people's health and well-being. Care staff recognise their person responsibilities in keeping people safe. They are aware of the safeguarding and whistleblowing procedures. Staff said that they are confident to speak to the manager about any suspected safeguarding issues but would approach external agencies such as the local safeguarding office if needed.

Care staff remain motivated and focused on keeping people stimulated and occupied. Many routine activities stopped during the Covid pandemic but we were told that these are gradually being re-introduced into the service. Some of the group activities include arts and crafts, quizzes, reminiscing and chair exercises. People enjoy manicures and massages. We were told that it is anticipated that people will be able to enjoy more regular visits in the local community in the near future, within any constraints imposed by the Covid pandemic.

## Environment

People receive support in a homely environment suited, as far as possible, to their individual circumstances. The home is a period building which demands ongoing attention in terms of maintenance and upgrading. Rooms are spacious and light and people told us that they are comfortable living in Langton Hall. The atmosphere within the home is informal and relaxed. We saw people sitting in the lounge areas and in the comfort of their bedrooms. Bathrooms generally are clean and clear from excessive clutter. However, as already stated, the toilets on the ground floor require attention.

The home is located within a large, mature garden. This has been developed into a safe recreational area for people to use. There is a good-sized patio area, accessed from the smaller lounge, where people can sit outside to relax and enjoy being outdoors.

Measures are in place to manage risks to people's health and safety. Maintenance records show that checks are carried out to identify and address any problems. Materials that have the potential to cause harm are well organised and stored securely. Supplies are of a sufficient level. We saw people were supported to access personal supplies such as toiletries, continence products and other daily requirements.

People live in as safe and secure an environment as is possible. We saw that equipment is in place, where needed, to promote people's safety. Moving and handling equipment is serviced in order to ensure its continued safety. General repairs and routine health and safety checks are carried out. People have a personal emergency evacuation plan (PEEP) in place to assist in their prompt and safe evacuation during an emergency. Fire safety equipment is serviced and staff receive training in relation to fire awareness and health and safety.

The service generally promotes a good standard of hygiene and infection control. Lateral flow tests are carried out for visitors attending the premises and their temperature is checked. The service has a good supply of personal protective equipment (PPE), which we observed staff wearing appropriately. Staff are trained in infection control and changes to infection control guidance are communicated to all staff either in meetings or in supervision.

## Leadership and Management

The service is well run and effective governance arrangements are in place. The manager and care staff are visible and have regular, meaningful interaction with residents. Sufficient staff were on duty during the inspection. We were told that, due to Covid-19 outbreaks, maintaining staffing levels has been difficult at times. The manager was extremely complimentary of the staff team, telling us that all staff have worked extremely hard in supporting each other through such times. There are clear policies and procedures in place to assist staff in their roles. Care staff demonstrate a good understanding of these, including key areas such as safeguarding and whistleblowing.

The RI completes three monthly visits and carries out quality of care reviews. The service addresses any complaints and concerns in a timely manner, notifying the relevant authorities and professionals.

Good recruitment processes are in place. Recruitment information is easy to locate and the required checks are in place. New care staff receive an induction in line with Social Care Wales's requirements. Training has continued during the pandemic, predominantly through e-learning, in-house training and competency checks. More class-room based training is in the process of being re-introduced. Overall, mandatory training is up to date with arrangements in place to address any shortfalls. There are experienced staff providing expertise and support where required. We saw, and staff told us, they have the right skills and knowledge to assist people effectively.

Care staff told us they are well supported and that communication within the home is good. The service has been through a difficult period of time due to the impact of Covid-19 but the manager and care staff told us that morale is positive. Staff told us they feel valued and supported in their work and that teamwork at the home is good. They also told us that they are able to talk to the manager, the RI and the directors of the home, all of whom are very visible and available. There is regular communication between the manager and RI.

The manager and RI appropriately notify relevant regulatory bodies and statutory agencies when there are concerns and significant events which might affect the wellbeing of individual's receiving care. We found that communication is effective, open and transparent with notifications to Care Inspectorate Wales, Local Authority and Health professionals being timely and consistent.

### 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
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N/A	No non-compliance of this type was identified at this inspection	N/A
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