



Inspection Report on

Gardens Care Home

**42 Victoria Gardens
Neath
SA11 3BH**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

22 October 2021

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About Gardens Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Gardens Care Limited
Registered places	4
Language of the service	English
Previous Care Inspectorate Wales inspection	8 May 2019
Does this service provide the Welsh Language active offer?	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

Gardens Care Home is a small care home in a residential area on the outskirts of Neath. It has a lawned garden to the front and a small, secure enclosed patio area to the rear. There is also parking space for two vehicles.

People living in Gardens Care Home are treated with dignity, compassion and respect and are supported by a consistent and dedicated staff team who know them well. People appear happy living in a home that is welcoming, personalised and well maintained. People are encouraged to do things they enjoy and maintain relationships with friends and family. Care workers are content in their roles, supported and adequately trained. However, improvements are needed to ensure all required recruitment paperwork is available in personnel files. There are systems in place to ensure care is delivered to meet the changing needs of people and there is adequate oversight of how the service is being delivered.

Well-being

People have a voice and are treated with dignity and respect by care workers who know them well. People are involved with the writing of their personal plans which are reviewed to meet their current care needs. People are encouraged to participate in community activities and have things they enjoy to look forward to. People spoken with are happy and settled in the service and have built good relationships with the care team.

People's physical, mental health and emotional well-being is promoted. Medication is managed effectively in the service, it is stored and recorded accurately. Care workers and the management team know the people they support well and are able to quickly identify any signs of ill health and seek medical advice when required.

People are supported to maintain relationships. Care workers have good relationships with people and know how to support them well. The service encourages people to keep in contact with families and friends and assists with accommodating community activities. Relatives spoken with are complimentary about this. People participate in activities they enjoy and have things to look forward to.

People are protected from harm and neglect. There are up to date certificates and procedures in place to ensure the environment is safe and comfortable for people. Care workers are up to date with safeguarding training and are clear about their responsibilities and the procedures to follow if they have any concerns about people they support. There are good procedures in place to minimise the risk of Covid-19 coming in to the service.

The service provider is working towards an Active Offer of the Welsh language. This means being able to provide a service and documentation in Welsh without people having to ask for it. At present, there is no demand to deliver a service to people in Welsh. However, if the demand should arise in the future then translation of key documents would be considered along with the recruitment of Welsh speaking care workers.

Care and Support

People are involved in the planning of their care to ensure they are provided with the quality of care and support they need. People we spoke with are happy in the service and are complimentary about the support they receive. Comments included *“I love that they know what I like and what I don't like”* and *“we are all like family”*. We looked at two care files and found that personal plans give a good oversight of the person and the support they require. Signatures are visible on these plans to confirm people's involvement in the planning process and in agreement with the contents. Monthly reviews are carried out to ensure personal plans are updated with any changes in people's needs. Up to date risk assessments are also in place to provide care workers with adaptable approaches to deliver care and to minimise risk to people.

There are safe systems in place for the management of medication in the service and to maintain people's health. Medication is stored securely in a locked cupboard with each person having their own individual medication storage box within. We saw that daily temperature checks are in place to ensure medications are stored appropriately. Medication Administration Record (MAR) seen are completed accurately with signatures of care staff visible. Care workers know the people they support well and are able to identify any deterioration in their health and seek support in a timely way. We saw in care files that people are supported to attend routine and emergency medical appointments as required.

The service promotes hygienic practices and manages the risk of cross infection. We saw that care staff wear Personal Protective Equipment (PPE) appropriately. Temperature checks are in place for staff members daily and both people and care workers partake in the numerous weekly testing regimes to minimise the risk of Covid-19 entering and spreading in the service. On our arrival, we were asked to show our lateral flow test result to confirm that a negative result was visible before entry into the premises. The manager explained that families are welcome to do the same but most people choose to visit outside of the home or out in the community.

People are encouraged to participate in numerous activities in the service. On the day of the inspection people were looking forward to planned functions and events and chatted about what they had been enjoying in recent days. Professionals we spoke with confirmed this too. *“They take residents out regularly and support them to do things they want to do”* people are actively encouraged to keep in touch with family and friends. Despite the Covid pandemic relatives told us *“We've managed to see X throughout the pandemic which is so important to all of us”* and *“I get to see Y quite often, I have no complaints”*

Environment

The provider ensures that individual's care and support is provided in a location and environment with facilities and equipment that promote achievement of their personal outcomes. Gardens Care Home is located in the heart of Neath, in close proximity to the local shops and hospitality settings. There is a small, enclosed seating area to the rear of the property and a separate designated smoking area. Internally the service, overall, is in a good state of repair with a large lounge/diner to the rear on the ground floor and a separate lounge on the first floor. The kitchen is small but fully equipped and the laundry facilities are in a separate outbuilding. Bedrooms seen are personalised and spacious. We found communal areas clean, homely and welcoming. People told us they liked living in the service and enjoy going out to the shops and other local areas.

The provider has procedures in place to identify and mitigate risks to health and safety. We saw that environmental audits are carried out routinely in the home to ensure all is in good working order. This ensures compliance with environmental checks which include fire safety equipment, doors and window checks and emergency lighting. We saw that certificates for fire safety, Portable Appliance Testing (PAT) and electrics are all up to date and a new boiler installed in October 2020 has a scheduled service shortly. The manager explained that there are plans for redecoration and refurbishment in the service however these have been delayed due to the pandemic.

Leadership and Management

People are supported by a small care team who know them well and are supported in their roles. We looked at two personnel files and saw the requirement of two pre-employment references were not available, we have notified the provider of this and it will be followed up at the next inspection. Despite this, Disclosure and Barring Service (DBS) checks are up to date and renewed as required and other statutory documentation is in place. The training matrix was seen, and most care workers were up to date with mandatory training as detailed in the service's Statement of Purpose (SOP). Supervisions are carried out quarterly and appraisals were scheduled at the time of inspection. We received confirmation that this had been completed following the inspection visit. Care workers spoken with feel valued in their roles and were complimentary of the manager. Comments included: *"the manager is very approachable and accommodating"*, and *"it is a very happy environment to work in"*.

The provider has arrangements in place for the effective oversight of the service through ongoing quality assurance. We saw the last two quarterly visit reports completed by the Responsible Individual (RI) and saw that these included engagement with people living in the service and staff and an oversight of the service in general. We also saw the most recent bi-annual quality of care report from August. This report was not as detailed as the quarterly report and the RI will look at the CIW guidance and template document again.

The service provider has oversight of financial arrangements and investment in the service. Overall the service is well maintained internally and there is good oversight to keep the home in a good state of repair. We saw that some work had been carried out to refurbish one of the bedrooms, and plans were in place to improve the upstairs bathroom. Staffing levels appeared good during the visit and people were complimentary of the level of support they received and the opportunities they have to access the community.

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
35	In both personnel files viewed there was only one pre employment reference in place for both individuals.	New

	The requirement is two and one must be from the previous employer.	
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Date Published 13/01/2022