



## Inspection Report on

**Torestin Care Home**

**Torestin Nursing Home  
Tiers Cross  
Haverfordwest  
SA62 3DB**

**Date Inspection Completed**

16 September 2022

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## About Torestin Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Cherrywood Care Ltd
Registered places	44
Language of the service	English
Previous Care Inspectorate Wales inspection	
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 who have made Torestin their home, are cared for by an experienced team of care workers who are motivated to provide people with person centred care, in an environment which is clean and generally comfortable.

There are some challenges due to staff shortages and the numbers of staff employed has increased, with efforts being made to recruit further staff.

People have a good rapport with those caring for them and the atmosphere is friendly and calm.

The focus of this inspection was to consider the Priority Action Notices issued at the inspection in June 2022.

## Well-being

People are safe and protected from harm and abuse. Care workers know their responsibilities to report any concerns and are confident their managers would take the appropriate actions to make sure people are safeguarded.

The physical environment contributes to some degree to people's well-being. It is clean but some areas would benefit from the ongoing programme of redecoration and repair. Some rooms have been refurbished.

Opportunities to enhance people's well-being by doing things that are important to them are limited due to staffing pressures, but managers told us there are supplies of equipment for staff to use as activities. Staff do engage with people in doing activities when they are able and a volunteer is due to start work in the service and their focus will be on activities and engagement.

People are supported to remain as healthy as possible. Care workers have a good relationship with health professionals. Referrals are made to specialists as necessary but care workers are not always aware their observations and requests have been followed up on.

Care workers do not always feel valued by their managers resulting in poor morale, but care workers consider they have a good team and are able to rely on each other.

## Care and Support

There is an understanding of the importance of good nutrition. A recently appointed catering manager is making changes to the current menus and plans to meet with people as they move into the service.

A menu is displayed in reception and the dining room, but the same menu was not displayed in both areas. Care workers consider pictorial menus could be helpful for people living with dementia.

The fresh ingredients for the lunchtime meal looked appetising. Sandwiches and home-made cakes had been made for the rest of the day.

Food cupboards are well stocked with fresh fruit and vegetables as well as store products. There is little use of processed food, and food is available outside mealtimes.

The provider has agreed to review the extensive alternative menu as some of the choices are not available. We discussed with the catering manager how people can be assured of having a suitable alternative meal and assurances have been given that a comparable meal is offered.

There are few opportunities for people to do things that matter to them. When care workers have the time, they sing along to music and do some armchair exercises. An entertainer has been booked to come in. A volunteer is due to start work imminently and they will be responsible for activities on a trial basis. Some people would like more activities, but others are content in their rooms and to spend time on their own. The lack of meaningful activities remains an area for improvement and will be followed up at the next inspection when the impact of the new and additional staff should be felt.

Physical health needs are generally met. People are able to shower and bath when they want, and describe staff as *“friendly”*, saying they are patient and people do not feel rushed. Staff are able to recognise when a person’s skin is at risk of breaking down and know how to get specialist advice. The district nurse was in the home during the course of the inspection and offered prompt assistance to the staff when this was requested.

People receiving care in bed appear comfortable with clean bedding.

Some people are unable to mobilise and are, therefore assisted to reposition in bed. Care workers are confident these duties are carried out, but records do not always provide evidence of this. The care planning lead and the directors have agreed to focus on this and to ensure staff understand the importance of good record keeping.

Some workers consider people’s needs have changed and they need further assessment to see if moving and handling equipment is needed. They expressed some frustration as they felt they were not being listened to, but managers assured us that referrals have been sent and assessments are awaited. There appears to be a disconnect with workers not getting information and confirmation their concerns have been addressed and actioned.

People are complimentary about the care they receive and we saw some friendly and supportive interactions between people and those supporting them. One person described a care worker as “*excellent; outstanding*”, also that “*she cares*” when describing the worker. One person said their mobility has improved since being in the service and they are now able to walk around with greater independence. Staff appeared unhurried in their work and the atmosphere was calm.

## Environment

This was not the main focus of this inspection, but the service is clean and there are no malodours.

Worn carpets are yet to be replaced.

Fly papers are in need of replacing.

The outside space has been cut back and is now a pleasant and safe place for people to spend time.

## Leadership and Management

Staff have supervision and are able to raise ideas or concerns they have. Some staff don't always get feedback on their work but the supervision matrix shows most staff are up to date with their formal supervision. Staff are able to raise any ideas or concerns they have with their manager.

Some training has taken place since the last inspection. One worker said they did an hour of moving & handling (M&H) training but does not use any aids. They said they are lifting people without aids and has sustained a back injury as a result. A M&H trainer has observed workers carrying out M&H duties and is satisfied it is being done correctly. One of the managers told us care workers have recently had training in M&H and first aid, with other sessions planned. The matrix shows most staff are up to date with first aid; fire safety and caring for people who are living with dementia. The provider has said training is an area they are focusing on.

Staffing levels remain a cause for concern for care workers. On the day of the inspection there were six care workers; two care officers; the recently appointed care planner plus a senior manager; housekeeper and two catering staff. In addition, maintenance staff were working in the service. A senior manager confirmed staffing remains a challenge but five new workers have recently started work and more are expected. However, some workers are due to leave the service. Staff shortages are usually due to staff sickness and workers reporting sick at short notice. Some care workers are frustrated they feel unable to provide the level of care people need and deserve, due to staffing levels. Due to staff sickness, one worker volunteered to work an extra shift, meaning they were on duty for 24 hours.

There is a level of disconnect between care workers and care officers, with some care officers feeling care workers do not understand their workload, and care workers feeling care officers could do more to help with direct care when needed.

Care workers feel valued by their colleagues, but less so by their managers. Some care workers have raised concerns they have with their managers but do not know if any action has been taken following this.

Staff meetings have been arranged but managers said no care workers attended. However, care workers said there have been no staff meetings following the last inspection.

Because this is a focused inspection to follow up on the issues raised at the last inspection, not all quality assurance processes have been checked.



### 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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21	The provider is not ensuring care and support is provided in a way which promotes and maintains the well-being of individuals	Reviewed
36	Care workers are not always receiving supervision and appraisal. Training is not up to date	Reviewed

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