



## Inspection Report on

**Cartref Croeso Ltd**

**Cartref Croeso Ltd  
Pencader  
SA39 9HL**

## **Date Inspection Completed**

20<sup>th</sup> January 2022

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## About Cartref Croeso Ltd

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Cartref Croeso Ltd
Registered places	15
Language of the service	Both
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	Yes. The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

### Summary

People lead happy and fulfilling lives at Cartref Croeso. A calm atmosphere throughout the home helps people and visitors feel at ease. The number of people choosing to live at the home and the staffing levels supports good well-being outcomes. The care team support each person in a person-centred way, ensuring they are involved in discussions about their care. People are encouraged to make daily choices in how they wish to spend their time and to do things, which are important to them. The staff team are caring, attentive and want to make a positive difference to people's lives. A robust management and leadership team provides governance.

The wellbeing of those choosing to live at Cartref Croeso is at the heart of the care and support provided.

## Well-being

People choosing to live at Cartref Croeso are able to choose how they spend their time. They are treated with dignity and respect by a team who promote wellbeing goals with a positive and friendly attitude. Whilst organised trips have necessarily been stopped due to the COVID-19 pandemic, the provider has made good use of the outdoor space, poly tunnel and “pub” to ensure day-to-day variety. People told us they are happy, and there was enough going on to interest them.

The Active Offer of the Welsh language is provided: this means being proactive in providing a service in Welsh without people having to ask for it. We heard conversations in Welsh, saw documentation and information available in Welsh. People are able to receive care and support in the language of their choice.

Mealtimes are a positive experience. The home has a five star food hygiene rating (the highest rating). The chef produces a varied menu from locally sourced produce, and homegrown vegetables when possible. She told us she makes time to meet people when they first come to live at Cartref Croeso to get to know their likes and dislikes as well ensure special choices are available. People told us the food is “*fantastic*” and “*very good*”. Where necessary people receive support from care staff, people are not rushed, the meal is a social event and it is evident people enjoy their meals.

## Care and Support

People have choose and control over their lives. Feedback we receive from relatives is consistently good. People we spoke with at the home were highly complementary about the support they receive, the kindness of staff and the homely atmosphere of Cartref Croeso. A phrase, which came up numerous times, was *“like a homely five star hotel.”* People are involved with day-to-day decisions about things they wish to do. We read notes from the regular home meetings, and saw that feedback is acted upon. In general, people stated they preferred one-one activities rather than organised cooking or games afternoons. We saw one individual’s gardening plot , another person’s art work and were told by the manager how one person likes to go out for a ride in the car for a change of scene .

Personal plans are person centred .They are reviewed in a timely manner and there is evidence of people or their relatives contributing to these reviews. Staff have clear and detailed information to support people with the level of care chosen by the person in their pre- admission conversations. Goals, such as promoting mobility and greater independence are clearly detailed. Sufficient staffing levels are in place to meet the care needs of people living at the service. Care staff told us they have enough time to support people appropriately. People experience positive relationships with dedicated care workers who know them well. Staff respond to requests from people in a timely manner and interactions are friendly, respectful and unrushed. There is a good skill mix of carers who are more experienced and their insights and ability to relate to people is valuable. Electronically held care documentation allows real time recording of the care and support provided and alerts/prompts any actions missed. Personal Emergency Evacuation Plans are in place. Relatives said they felt informed and kept up to date about their loved one, and the staff were excellent advocates. We observed light-hearted interactions and gentle encouragement to have a haircut .We consider people are well supported by caring staff who have sufficient information to provide person centred care.

Health and social care professionals are involved with people and this is documented. Prompt referrals to healthcare professionals such as doctors and district nurses are made when necessary. Feedback from a healthcare professional we spoke with, was complimentary .There are appropriate measures in place for the safe storage, administration and recording of medication. Care staff have a good understanding of safe medication procedures.

The service promotes hygienic practices to reduce the risk of infection. On arrival, we were requested to show a valid Lateral Flow Test and we gave our contact details. Staff wear appropriate PPE and adhere to the current Public Health Wales (PHW) Guidance. The manager works with the Local Health Board to ensure the service is meeting its obligations around infection, prevention and control measures. Policies and procedures are in place to support good practice, care staff are clear on these, and their responsibilities around protecting people from infection.



## Environment

People receive support in a homely environment. The home is safe, warm and clean and people say they feel comfortable and happy living at Catref Croeso. People live on either the ground floor or first floor of the building. There is a lift available for people to access different areas if they choose. Bedrooms are spacious and personalised to reflect the occupant's taste and interests, with items such as ornaments, soft furnishings and photos. The separate lounge and a well-spaced dining room means it is easy for people to socialise with each other in small groups. The outdoor room has been widely used and appreciated by family and friends during COVID visiting regulations. This means people's needs; wishes and dignity are supported by the layout and services available at the home.

People are safe from unauthorised visitors entering the building, as visitors have to ring the front door bell before gaining entry and record their visits in the visitor's book when entering and leaving. Care records are held electronically and only accessed via a secure log in. Clear infection control procedures are in place and care workers use gloves and aprons when providing personal care. A maintenance person, undertaking legionella checks, fire safety checks and day-to-day issues. Fire exits are free of obstructions, fire alarms are tested and firefighting equipment is serviced appropriately.

We spoke with the person in charge of cleaning who demonstrated a good understanding of her role. All COSHH (Control of Substances Hazardous to Health) materials are stored correctly, in line with the COSHH Regulations 2002.

## Leadership and Management

A motivated and dynamic leadership and management team supports people and staff. There is strong oversight of the service from the Responsible Individual. Staff told us the manager was extremely approachable and flexible to support their needs, which had been particularly appreciated during the pandemic. We saw the manager working alongside carers at lunchtime. Regular audits, a quality of care review and quarterly reports are completed. The manager feels well supported by the Responsible Individual.

People benefit from receiving a service which is provided in accordance with the Statement of Purpose. Staffing numbers are as stated in the Statement of Purpose, which supports a high staff to people ratio. Staff we spoke with told us they felt well supported and the whole group worked well as a team. We reviewed the Statement of Purpose, found it to be accurate, up to date, and in line with requirements outlined in the regulations. The document was available in Welsh. We found the model of care documented accurately reflected the approach being followed during the inspection

A well-trained and competent staff team support people. There is a strong team ethic with the staff group, several of whom have worked at the home since its opening. Regular staff meetings give care workers the opportunity to discuss their work and to keep up-to-date with developments in the service. Employees may discuss any issues they wish to raise in three-monthly supervision meetings. Staff records show they receive an induction, receive regular supervision and an annual appraisal. Staff told us they had grown in confidence and are supported to develop their careers through many training opportunities. Staff attend a range of mandatory and specific training and the service's training matrix corroborated this. Cartref Croeso is a residential care home and training documentation demonstrates staff are seeking to increase their understanding of many different aspects of health and social care. Care staff told us about the training they have attended and were able to demonstrate a good understanding of their role in the protection of individuals. There are up to date and regularly reviewed policies and procedures in place to support staff. We also saw staff following appropriate infection, prevention and control measures and they were able to explain to us their responsibilities in reducing the spread of COVID-19. People can be assured care staff are well trained and supported to enable them to carry out their roles.

Overall staff recruitment procedures are satisfactory. However, attention to detail to ensure correct processes are consistently followed is required. This will be followed up at next inspection.





### 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
35	The provider has not shown due care when completing the recruitment process , to evidence	New

	satisfactory references , ID and reasons to employ.	
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