



Inspection Report on

Fronhaul

**Fronhaul
Station Road
St. Clears
Carmarthen
SA33 4BQ**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

02/06/2023

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About Fronhaul

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Fronhaul and Brookfield Care Home Ltd
Registered places	16
Language of the service	Both
Previous Care Inspectorate Wales inspection	30 th May 2022
Does this service provide the Welsh Language active offer?	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 are happy with the care and support they receive at Fronhaul. Individuals are respected and people are able to do what matters to them. Opportunities are provided for people to have their voice heard and to make choices in their day to day lives. Risk assessments are enabling whilst protecting people as much as possible. Personal plans are detailed and clear providing staff with up-to-date information on care and support needs. People's complex health needs are closely monitored and support from specialist health professionals ensures individual's physical and mental health is promoted.

Staff are skilled and experienced. Specialist training in addition to mandatory training ensures staff are equipped and confident to undertake their role. Staff feel supported and valued and describe senior staff as approachable and understanding. Safe recruitment systems are in place.

The environment is clean and homely. Some areas would benefit from being updated however some people living at the service are happy with the environment and do not want any changes.

There is clear and efficient leadership and governance in place and the Responsible Individual and managers have very good oversight of the service. Systems are in place to monitor and review the care being provided to ensure best outcomes for people.

Well-being

People living in Fronhaul are happy and empowered to do what matters to them. A key worker system is in place and people plan with their key worker what they would like to do. This is reviewed weekly, and plans are flexible to change depending on what the individual wants to do on the day. One staff member told us; *“Anything they want to do they just ask; we are flexible to suit their needs and wishes”*. We saw people getting ready to go out for the day, some as a group and others with individual plans. Visitors are welcome at any time and people are supported to maintain relationships with friends and family members.

Opportunities are provided for people to have their voices heard and people told us they feel listened to. One person said, *“They (staff) are always smiling, I can ask them for anything, they are always there to listen”*.

Bedrooms are individually decorated, and people are encouraged to have personal items of their choice around them. One person has a pet in their room and is supported to care and be responsible for it.

People have choice and control over their day to day lives and independence is promoted. Meals are planned and prepared for people however, they are able to have an alternative of their choice and are encouraged to shop for the ingredients and prepare it themselves where possible. Healthy eating and exercise are encouraged.

There are Infection prevention and control measures in place in line with Public Health Wales. Furthermore, the provider ensures visitors to the home are able to produce a negative Covid test prior to entry as an added precaution due to the vulnerability of people. Staff are aware of their responsibility if they suspect a person is at risk of harm and know the procedure to follow. There is a safeguarding and whistleblowing policy in place, these are kept up to date and regularly reviewed. People feel safe at Fronhaul, one person said, *“I feel safer here, people are kind. I’m much happier here”*.

Care and Support

People are supported by a team of caring and professional staff whom they described as kind and nice. Family members describe care staff as friendly, helpful and professional. Some staff are longstanding and have worked for the service for several years therefore know people well. New staff are provided with time and resources to familiarise themselves with care and support plans of those they are supporting. A staff member told us, *“Everything just works, it’s very relaxed here”*.

Personal plans are comprehensive and provide details on desired outcomes and goals, physical and mental health needs, strengths, challenges and how staff are to meet these care needs. Risk assessments are enabling whilst outlining triggers that may lead to possible relapses of people’s complex health conditions and clear action plans for staff to follow in the event of a relapse. Restrictions on an individual’s liberty is appropriate and only in their best interest. There is an ethos of enabling and people are respected as individuals.

Daily Care records are online and provide reminders for staff to complete ‘mental state’ of individuals on each shift so that their health conditions are closely monitored. Early intervention with health care professionals is sought to maintain and promote people’s health and well-being.

Reviews of people’s care and support needs are undertaken regularly and records evidence that individuals and their representatives, if appropriate, are involved in their review. There are close links with the Community Mental Health Teams and other professionals involved in their care and support.

There is a medication policy in place and medication is stored and administered safely. Medication Administering Records are audited regularly with any discrepancies acted upon appropriately in a timely manner and staff undergo re training when required.

Environment

Fronhaul is situated in a central location with access to several amenities in the community within walking distance such as cafes, restaurants, shops, GP surgery and a leisure centre.

The building is maintained to ensure it is safe and meets the needs of people living there. Any repairs are completed in a timely manner. One person told us, "*If anything needs doing, they (clinical manager/RI) will fix it*". Overall, the home is kept clean. Some areas of the home would benefit from redecorating and updating however some people have declined an update to their bedrooms. One person told us; "*This is like the Hilton compared to my last place'. It's great*". Longer term plans involve developing individual flats providing more independent living for some people.

There are several communal areas with comfortable seating for people to socialise. An outside area is also available to use in warmer weather. A large proportion of people living at the service are heavy smokers and therefore there is an allocated indoor area at the rear of the building for people to use and a strong odour of cigarette smoke is present in this area.

There are measures in place to ensure environmental safety. We saw safety certificates for utilities such as gas, water and electricity are in place. There is a fire risk assessment and firefighting equipment including fire alarms and emergency lighting systems are routinely serviced. Fire drills are regularly undertaken and repeated as necessary. Individuals have a Personal Emergency Evacuation Plan in place.

Leadership and Management

The Responsible individual and managers have systems in place that ensure they have oversight of the service. The RI regulatory visit reports evidence that thorough audits are undertaken, and the quality of the service provided is monitored and reviewed to provide assurance that people receive the best possible outcomes. The provider also welcomes regular audit visits by the Local Authority and the Health Board to ensure expected standards of care and support are maintained.

The manager's post is vacant however the manager of the nearby sister home is managing both services whilst a suitable person is recruited and is on hand to staff and people living at Fronhaul. Senior staff have also taken on additional managerial duties such as supervising care staff.

People can be assured that a robust recruitment process is in place and staff undergo the relevant necessary checks such as Disclosure and Barring Service (DBS) and Identity (ID) in addition to providing suitable references prior to commencing. The service has a training manager and facilities to ensure staff receive training in a range of mandatory and additional areas that are relevant to the people they support during induction, and on an ongoing basis to ensure they remain up to date. Specialist training on Mental Health conditions is delivered by the clinical lead manager and one staff member commented how valuable this was to provide a greater understanding of Mental Health conditions when commencing in the post.

Staff feel supported and are confident to undertake their role. There is an open-door policy and senior staff are available to discuss any concerns people have at any time. Staff told us they feel valued, and one person told us *"It's the best job I've ever had, the way it's run and the managers are very understanding"*.

Key policies we looked at are up to date and reviewed regularly and the Statement of Purpose reflects aim's, values and services provided.

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