



## 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**

31/05/2022

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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	<a href="#">01 July 2019</a>
Does this service provide the Welsh Language active offer?	No. This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people who use, or intend to use their service.

### Summary

People who have made Fronhaul their home, in both the long and shorter term, are supported by workers who are motivated and feel valued by an experienced management team.

Care workers strive to do their best for the people they care for but a greater focus on rehabilitation could enhance people's well-being further.

There are some effective governance arrangements in place to monitor quality but some additional quality checks may be beneficial as some gaps in records have not been picked up.

## Well-being

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

The home is kept locked to prevent any unauthorised access and visitors are required to show identification and to sign in to a visitors book. Visitors are also required to show evidence of a negative lateral flow test and have their temperature taken.

People can do things that are important to them but there are opportunities to engage with people and to focus more on rehabilitation. Care workers value the time they have to spend with people and are motivated by the opportunities they have to make a difference to people. Care workers are proud they are able to support people to do things they want to do. This includes a range of activities such as trips away from the home and accessing local facilities such as swimming; going for walks and attending church.

The physical environment contributes to some degree to people's well-being. It is comfortable and mostly clean, but it would benefit from some maintenance and redecoration.

The service is managed and run by care workers and managers who have shared values about person centred care. Care workers describe the managers as "*amazing*". One care worker spoke positively about working at Fron Haul and said they "*felt at home*" soon after starting work there.

## Care and Support

People can do some things that matter to them. One person told us they like playing games and we saw them engaged with workers playing their game of choice. On the first day of the inspection, some people were spending time away from the house. Some people told us they like spending time in the house and are happy in their rooms or the communal areas.

The service is part of a community garden project and they are very much part of the local community.

The opportunities for rehabilitation are limited. Whilst the plans are for some people to move on to more independent living we did not see much evidence of any active rehabilitation. One person told us *“they (the care workers) just do it”* when asked about their responsibilities for keeping their room tidy, another told us the care workers *“do it”* and a third person also said care workers *“make my bed”*. One person told us they sometimes help in the kitchen and another said they had helped make some cakes at Christmas. A care worker told us one person sometimes prepares their own breakfast and another sometimes helps lay the tables. Care workers told us the emphasis on rehabilitation has gone down due to the pandemic and they have not yet got back to supporting people to maximise their independence.

We were, however, told of some achievements made by people. One person was, with support from care workers, able to attend for GP and opticians appointments after many years of not doing so.

All of those working in the home consider they know people well. Interactions were friendly and relaxed and corroborated the views of care workers that they have a good understanding of people and what matters to them. They are motivated to provide people with a high standard of support .

Care records are held electronically. Care plans are written for a range of areas. Care workers find the records helpful and have time to read them. They consider they have the information needed to effectively support people. Some people have been involved in writing their care plans and others are happy to leave this to the staff. The system is relatively new and some care workers are not wholly confident with using it. We were unable to retrieve some information but one of the senior managers was able to do so easily. Some people have a pen portrait which is person centred and informative.

There is an understanding of the importance of good nutrition. Most meals are made using fresh ingredients, and the provider has agreed to look at ways to reduce reliance on processed food. Care workers understand the importance of helping people to make healthy choices as well as the impact some medication together with the impact negative symptoms of mental illness has on people’s weight. One person’s care plan states they are to be discouraged from snacking as well as the importance of eating lots of vegetables.

People's physical health needs are met. Some people have ongoing support from health professionals and care workers describe a good relationship with the local GP and district nurses. People attend for dental and opticians appointments. Care workers know how to recognise signs of skin damage and who to report any such concerns to. All medication is administered by care workers. There is little use of PRN (as required) and records show very few gaps and omissions.

## Environment

People live in a home which is suitable for their needs. All of the bedrooms are single rooms but none have en-suites. Rooms are personalised to people's own tastes and one room was decorated in preparation for a person moving in.

There is a comfortable lounge and separate dining room. Care workers and people living in the service are responsible for keeping it clean and tidy and we noted there are no malodours in most of the home.

The kitchen has been awarded the maximum rating of five by the Food Standards agency, and it appears clean and well equipped.

Parts of the home would benefit from some maintenance and repair. Some paintwork is damaged; some radiators are rusting and the roof of the conservatory needs cleaning. There is a smell of cigarette smoke in the corridor leading to the smoking room including the conservatory which could make it a less pleasant area for people to spend their time. We were told there are plans to upgrade and decorate parts of the property.

There is some secure outdoor space which care workers told us is well used. Some paving slabs are damaged which could be a potential trip hazard for people.

## Leadership and Management

There are some effective and robust governance arrangements in place to monitor quality. The quality assurance report is detailed and considers what the author thinks the service does well and what areas need further work.

The reports completed by the responsible individual (RI) are also detailed and demonstrate the views of people and those supporting them are considered.

There are some processes in place to ensure safety. A fire drill was carried out recently and records show fire doors; alarms; emergency lighting and extinguishers are all checked on a regular basis.

Care workers consider they have the training needed to enable them to safely and effectively carry out their duties, but some would value having some further training in mental health. The training matrix shows some training is out of date. We discussed this with the training manager who is aware of the gaps and has put in place a process to ensure all care workers are up to date.

Workers are appointed following a reasonably robust recruitment process. Staff files are well organised and easy to navigate, but they do not always contain all of the information needed. Most of the files we looked at had the required references but only one reference was available for one member of staff. Up to date DBS information is not always in the files but the manager assured us this is kept electronically.

Care workers feel valued. One told us they “*definitely*” feel well supported, both personally and professionally. Other described a good team and feeling motivated to do their best for the people they support. Care workers are supervised and say they receive constructive feedback from their supervisor. Supervision is carried out, but some appraisals are over due. The manager acknowledges there has been some slippage due to the pandemic but has a plan to get back on track with this now.

Staffing levels are determined, to a large extent, on the activity plans for people living at Fronhaul. People discuss their plans with their key worker and the manager writes the rotas to enable people to spend time away from the house as they wish. Care workers consider they have enough staff on duty and we observed workers to be unhurried and the environment was calm.



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

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