



Inspection Report on

Comfort Care Homes (Danygraig) Ltd

**Danygraig Nursing Home
Quantock Drive
Newport
NP19 9DF**

Date Inspection Completed

15/02/2021

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About Comfort Care Homes (Danygraig) Ltd

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Comfort Care Homes (Danygraig) Ltd
Registered places	49
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	No

Summary

People are happy with the care and support they receive from trained care workers. Care staff are respectful and caring. One-to-one and group activities take place to keep people occupied. People are very satisfied with the meals served at the home. Visits from relatives and friends have been restricted due to the coronavirus pandemic but staff have supported people to stay in contact with relatives and friends. Staff follow current guidance relating to coronavirus, this includes using the correct personal protective equipment to keep people safe. The service provider identifies when there are problems and takes action to make improvements.

Well-being

Individuals can do things that matter to them and that they enjoy. Care staff build relationships with people by spending purposeful one-to-one time with them, seeking views and preferences on an ongoing basis. Staff cater for people's preferences and because they know people well can anticipate their needs. What people could do has been restricted because of the coronavirus pandemic however the manager and staff have taken actions to minimise the impact of the COVID restrictions. People can still choose what to do and where they spend their time. We observed people pursuing individual activities such as knitting and reading and saw others socialising and taking part in a bingo session in the lounge. Seating arrangements have been altered to encourage social distancing whenever possible. Visits from relatives and friends have not always been possible but we saw a range of equipment throughout the home, which enables people to stay in touch with loved ones. Some people keep in contact with relatives themselves and there are arrangements in place to support the people who need help to use the telephone and/or other communication methods. People told us they enjoy the food. One person said "*food is absolutely wonderful, excellent*" and "*they come around every morning and ask what we want*". We observed a range of meals being served and people enjoying them.

People are supported to remain as healthy as possible. Care staff ensure people eat and drink well by helping them if they need assistance. Stimulating activities and good relationships with care staff help to support their emotional health. They have access to sensory and occupational equipment to keep themselves occupied and to exercise. Appointments with health professionals are arranged for regular checks, or if an individual's needs change. People are supported to feel good about themselves. Staff support them with their personal care and with taking care of their appearance. In addition, a hairdresser is employed by the home.

People are protected from abuse and neglect as care staff know what to look out for and how to raise concerns if they suspect someone's well-being is compromised. Care staff are trained in safeguarding and have clear policies and procedures to guide them. There are detailed risk management plans in place to keep people as safe and as independent as possible. When somebody raises a concern, the manager acknowledges the concern, looks into it, takes action when necessary and gets back to them. The manager liaises with relevant agencies to ensure any restrictions placed on a person's liberty are only in their best interests. The home provides people with suitable accommodation. It is clean and warm and bedrooms reflect individuality.

Care and Support

People are comfortable and well. Staff are attentive and provide care to people as detailed in their personal plans. Staff are encouraging and reassuring and demonstrate a clear understanding of people's needs. People have choices about activities and daily routines. One person told us *"I just press the buzzer they are here, excellent"* and *"staff are lovely excellent"*. Another person said they were nervous before moving in but once they got there they couldn't believe how good it was. Feedback received from relatives is also positive. We were told *"carers are kind, committed to looking after the residents, mindful of their needs"* and that was reassuring to them. One family fed back that staff are very attentive to their relative and that they cannot get over the change in them for the better.

The person in charge of the home considers a range of information about prospective residents prior to them coming to live there. Personal plans reflect information gathered from people, their relatives and health professionals. Records kept in the home show people's needs and preferences. Actions that care staff must take to support them are recorded.

Care staff record all care and support they deliver each day. This includes recording what people eat and drink. The person in charge reviews the records and takes action when necessary, for example when a person hasn't had enough to drink. Nursing staff record information in relation to people's physical health. The information recorded enables staff to decide when referrals to external health professionals are required. We saw referrals to dieticians made when food and drink intake records showed changes in amounts consumed.

Medication is managed safely. The person in charge oversees the arrangements in place to ensure medicines are stored and administered safely. They carry out regular audits and assist the local health board with their medication monitoring activities.

Environment

The person in charge ensures the environment supports people to achieve their personal outcomes. The entrance to the home is secure. Communal areas and bedrooms are attractively decorated. People's bedrooms reflect their tastes and interests. The layout of the home, together with the provision of aids and adaptations helps to promote independence. Seating arrangements in communal areas of the home have been reviewed in order to ensure people can sit in communal areas whilst socially distancing.

Good arrangements are in place to ensure risks to people's health and safety are identified and dealt with. The service provider carries out regular health and safety checks. There is an ongoing maintenance programme in place. The home has a food hygiene rating of five which is excellent.

Clear infection control arrangements are in place. All staff are following Public Health Wales (PHW) current guidelines, and appropriate personal protective equipment (PPE) was being used throughout during the inspection. Staff told us they always have access to the correct PPE and are provided with support and guidance when required. There are stations in the corridors with PPE supplies, hand gel and cleaning materials. Staff can easily access these whenever they are needed. There are also supplies in people's own rooms. The standard of cleanliness throughout the home is very high.

Leadership and Management

People are provided with accurate information about the service. A written guide and statement of purpose is contained in one booklet. It gives people who live at the service, their relatives and others information about the service and describes how the service is provided. There is also information on notice boards throughout the home. This includes health and safety information, menus and information about activities.

The provider of the service checks people are happy with the quality of care and support and looks for ways to improve. The provider oversees progress and developments, they ensure checks are carried out and collate the views of people who live there, their relatives and staff. One relative told us that the provider is “*well aware of what residents need, want and deserve*” and that “*both (them) and the staff aim to deliver upon that*”. The manager and senior staff also check the quality of care. They do this on an ongoing basis during comprehensive handovers for care staff, regular care staff meetings, and audits of all records and processes.

People are supported by staff who are fully vetted, trained, supported and developed. The records we examined show that the provider carries out the necessary checks when recruiting staff. New staff receive an induction in line with Social Care Wales’s requirements. Staff receive training relevant to their roles and this includes infection control training. Staff fed back that they feel valued, supported and that teamwork at the home was good. We were also told that they are able to talk to management. One person commented that management has improved. We saw some very positive feedback from external health professionals. One person wrote “*when I walk into (the home) it is always welcoming and friendly and a pleasure to work in*”. This person also commented upon the impact staff morale can have on residents. A new manager was appointed a year ago. They are registered with Social Care Wales.

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas where priority action is required

None	
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Areas where improvement is required

None	
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Date Published 23/04/2021