



Inspection Report on

Comfort Care Homes (Danygraig) Ltd

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

Date Inspection Completed

21/11/2023

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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	15 February 2021
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

People are happy with the care and support they receive. We observed they are settled and appear to be content. There are opportunities for them to take part in activities every day. The service provider safely recruits, trains, and supports care workers and nurses. They work effectively in collaboration with the local authorities and health care professionals to meet a range of care and support needs. People have personal care plans and risk assessments in place. Nurses review these regularly.

There is an effective and visible management structure in the service. The manager of the service and senior staff are trusted and people have confidence in them. The service provider has systems to oversee the service and to make improvements. The responsible individual (RI) visits the service on a regular basis and completes the necessary reports.

The home provides people with suitable accommodation which feels homely and reflects individuals' needs and interests. Routine maintenance procedures are in place and there is evidence of continuous investment to update and improve the environment.

Well-being

Individuals can do things which matter to them and that they enjoy. We observed them making everyday decisions including when to get up, when to have breakfast, where and how to spend their day. We saw people pursuing individual activities such as knitting and reading, and saw others socialising and taking part in a craft session in the lounge. People told us they enjoy the food. We observed a range of meals being served and people enjoying them. There is a service user's guide which tells people and their relatives about the facilities and the care and support offered by the service. Records show the service provider seeks feedback from people who use the service and from their families and that they receive very positive feedback.

People are supported to remain as healthy as possible. The nursing team oversees and deliver day-to-day nursing care needs. They also arrange appointments with external health professionals for regular checks, or if an individual's needs change. Care staff ensure people eat and drink well by helping them if they need assistance. They assist people with their personal care and with taking care of their appearance. Visits by families and friends are encouraged and facilitated when necessary. We noted some people have established friendships with other people who also live in the home. These, along with stimulating activities and good relationships with care staff help to support people's emotional health.

Measures are in place to protect people from abuse and neglect. Staff are trained in safeguarding and have policies and procedures to guide them. Each person has a set of care documentation in place which outlines how they must be supported. When risks are identified, these are assessed by the nurses or by external health care professionals. The manager liaises with relevant agencies to discuss any concerns they may have about people's care and well-being. They also ensure any restrictions placed on a person's liberty are only in their best interests.

People live in an environment which is comfortable, has some homely features, is clean and is maintained to ensure it meets their needs. In addition to their own bedrooms, people have a choice of indoor and outdoor communal areas.

Care and Support

People are comfortable and are supported to remain as healthy as possible. Staff are attentive and provide care to people as detailed in their personal plans. They are encouraging and reassuring and demonstrate a clear understanding of people's needs. People have choices about activities and daily routines. One person spoke to us about their daily routine, where they always sit and the activities they pursue. They showed us items on display in the lounge and explained how they made these. They also told us about the two friends they have in the home. In another lounge, a person also told us about sitting in their preferred chair which is situated in a place which enables them to see what is going on in the whole area. They told us the food is very good and "*Whatever you want you can ask for.*" At lunchtime, we observed warm interactions between care workers and people and naturally occurring discussions between people. We saw care workers provide one-to-one support to people to eat or give assistance to others as is necessary.

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. There is easy to read information for each person, which tells care staff how to meet specific needs. This includes information about how best to communicate with a person, how to support them with their mobility and with eating and drinking. We saw nurses review people's care documentation regularly and they note changes on a review sheet. We discussed this practice with the manager, and they gave assurances going forward they will record any notable change on people's actual care plans. At lunchtime, we observed care workers supporting people as detailed in their care plans.

Care staff record all care and support they deliver each day in each person's daily notes file. This includes recording what people eat and drink, and support with personal care. Senior staff review the information recorded and when necessary, make referrals to external health professionals. We saw referrals to relevant health professionals when staff note changes in the way people eat and drink. Staff complete a range of other records including incidents, accidents, and complaints logs. We discussed these with the manager and the RI. They told us they will ensure all actions taken following such events are fully recorded even when an action consists of a phone call to an external agency to advise them and to seek advice. Nurses manage medication safely. The person in charge oversees the arrangements in place to ensure medicines are stored and administered safely.

Environment

People live in an environment that meets their needs and promotes their well-being. The accommodation has a number of communal areas including lounges and a dining room. People can also access and sit in a pleasant, well maintained and accessible outdoor area. People's bedrooms are personalised and reflect their own needs and interests. The layout of the home, together with the provision of aids and adaptations, helps to promote people's independence. We observed people choosing where to spend time. We noted signs of wear and tear on doors, skirtings and hand rails. We also saw evidence of recent investment in the environment, this included installation of the new lift, refurbishment of some rooms and new flooring. We saw the RI considers the environment and maintenance work required when they visit. They told us they are continuing to complete work in the home to upgrade the environment.

There are systems in place to identify and deal with risks to people's health and safety. Staff at the home conduct regular health and safety checks. External contractors carry out specialist checks. On a quarterly basis, the RI reviews the completed checks. People have personal emergency evacuation plans. We noted these were out of date at the time of the inspection. The manager advised us these are currently being reviewed. The home has a food hygiene rating of five which means that the standards are very good.

Infection control arrangements are in place. We observed staff using appropriate personal protective equipment (PPE) during our inspection visit. This equipment, and hand sanitiser are available throughout the home. The standards of cleanliness in the home are good. The provider has an infection prevention and control policy in place and staff are given associated training.

Leadership and Management

The service provider has good arrangements in place to support the smooth running of the service. The RI maintains oversight of the service. The manager told us they have ongoing contact with the RI, who visits the service on a regular basis. We saw they review all aspects of the service delivered. This includes reviewing records and audits completed. We also noted they speak to people who use the service, their relatives and staff. Their findings are included in the quality of care reviews.

People are provided with accurate information about the service. A written guide to the service 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.

People are supported by staff who are fully vetted, trained, supported, and developed. The records we examined show that the provider conducts the necessary checks when recruiting staff. New staff receive an induction in line with Social Care Wales's requirements and are registered with the workforce regulator. Staff receive training relevant to their roles. Care workers fed back they feel valued, supported and they receive one-to-one supervision. Domestic workers told us they do not receive the same level of support and supervision sessions as care workers, and they do not feel as valued. We also noted there was no written record of the induction given to an agency member of staff on shift during the inspection visit. We discussed this with the manager and the RI. They assured us the team of domestic staff will be supported in the same way as the care team is and agency staff inductions will be recorded. The manager informed us following the inspection visit and before this report was written that all staff now receive regular supervisions.

There is good oversight of financial arrangements and investment in the service. The manager explained there is continuous investment by the provider to maintain the service effectively. Staffing levels on the day of the inspection and on viewed rotas appear appropriate to meet the needs of people. The chef told us "*I have full freedom to order what I feel is necessary*" and "*Every second day we have fresh food delivered.*"

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

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