



Inspection Report on

Maesteilo Care Home

Maesteilo Care Home
Capel Isaac
Llandeilo
SA19 7TG

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

20 June 2022

Welsh Government © Crown copyright 2022.

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.*

About Maesteilo Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Swanton Care and Community (Maesteilo Care Homes) Ltd and Swanton Care & Community Ltd
Registered places	21
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 and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

Care workers know people well, interact in a kind and caring manner and provide appropriate support. People lead happy and fulfilling lives and do things that are important to them. Each person is encouraged to have a voice: the service holds regular meetings for people to discuss issues and ensures no one is left out. Care records clearly describe how care workers are to meet people's individual needs. The home keeps each person safe, using robust infection control measures.

An established, professional management team continually strives to develop people's care and support wherever possible. The Responsible Individual (RI) regularly visits to talk to people who live in the home, their relatives, other healthcare professionals and care workers to obtain feedback about the service.

The provider has been very proactive during the pandemic, keeping people in the service and care workers healthy by the use of safe practices. Care workers say they feel supported by the manager and receive regular individual supervision to discuss their work. There is a range of staff training available to help care workers support people safely and effectively.

Well-being

People have control over their day-to-day lives because care workers routinely invite each person to be involved in decisions about their support. Keyworkers work with people to ensure they receive the information they need to understand the support they receive. A relaxed atmosphere in the service helps people feel at ease. The building is spacious and well decorated, which allows people to receive visitors in quiet areas if they wish. People are relaxed, comfortable and know what opportunities are available to them. Care workers encourage and support people to make choices and decisions about how they spend their time.

Care workers are familiar to people, giving them confidence that their needs and preferences are understood. People are encouraged to personalise their surroundings in whatever way they wish. Care records are detailed and contain personal preferences and family backgrounds to identify what is important to people. This gives care workers a great deal of important information before they start to support people on a daily basis.

People can do things that matter to them and make them happy. This includes partaking in a wide range of hobbies such as pottery, gardening, woodworking, and arts and crafts of all varieties in the home and in a variety of outbuildings around the main house. Activities people take part in are described in their care records as being things they enjoy. The manager tries to match care workers' skills and interests with people receiving their support: we saw one glorious example of this in a room filled with a model railway, complete with hills, waterfalls, and tunnels, all built by two people and their care workers.

People feel safe. Care workers have good rapport and relationships with people. Each person is relaxed and comfortable in the home. Care workers interact and support people in positive ways, with good-humoured conversations. People know how to make a complaint if they need to. The management team protects people's privacy and personal information. Care workers receive regular support, guidance and training: they have been through a good recruitment process and senior staff members regularly monitor them to ensure they are meeting people's needs. All employees may access policies and procedures to enable them to protect vulnerable people.

Care and Support

Overall, people have accurate plans for how the service provides their support. The provider considers a range of information to ensure they can meet people's needs. A detailed recording system provides a clear record of people's support arrangements. Risk assessments and personal plans describe health interventions. Keyworkers and senior staff regularly review all documents, so they remain up to date. Care workers regularly give people the time they need to talk about any anxieties. Assessments of physical and mental health and up-to-date risk assessments help to maintain people's independence.

The provider has detailed policies and procedures to manage the risk of infection. There are good hygiene practices throughout the service and care workers may refer to infection management policies when necessary. Measures are in place to ensure people are kept safe from Covid-19 infections as far as possible: this includes the monitoring of all visitors and the appropriate use of personal protective equipment (PPE) by all care workers. The service stores cleaning products securely in locked cupboards and there are guidance notes for handling the products.

Many community activities stopped during the pandemic, but the staff team remain motivated and focused on what is important to people. In addition, having a wide range of activities available on-site, together with the large gardens surrounding the home, has meant people were able to maintain their routines for a lot of the time. Care workers also ensured people were able to keep in contact with friends and families by using iPads etc.

As far as possible, the provider takes appropriate steps to safeguard people from neglect and abuse. Care records clearly state any risks to people's health and well-being, and detailed risk management plans help to keep people safe and as independent as possible. Care workers recognise their personal responsibilities in keeping people safe. They are aware of the whistleblowing procedure and are confident to use it if the need arises. They would approach any of the senior staff team but would contact external agencies such as the local safeguarding office if they thought they needed to.

The service provides an 'Active Offer' of the Welsh language because it promotes the use of the Welsh language and culture. Some people who live at the service are Welsh-speakers, and some staff members are too. We discussed with the manager the possibility of having the home's service users' guide being made available bilingually, which would help Welsh-speaking people to make informed decisions about coming to the home.

Environment

Overall, people receive support in a lovely environment. The main building is a mansion in its own 19-acre woodland. The home is safe, warm and clean. People say they feel

comfortable and happy: there are various communal areas, as well as extensive grounds where people can spend time working, or relaxing with friends and relatives. Each person has two rooms, one as a bedroom and one for relaxing during the day. Two people live in their own flats in a separate building. All rooms are spacious and personalised to reflect the person's taste and interests, with items such as ornaments, soft furnishings, photos and items of furniture. All communal areas are decorated with peoples' artwork and photos. One person showed us their painting displayed on the wall and proudly said, "*I did that!*"

People are safe from unauthorised visitors entering the building, as all 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 only available to authorised members of the staff team. Employee personnel records and other personal information, such as Deprivation of Liberty Safeguards (DoLS) records, are stored securely in the manager's office.

Clear infection control procedures are in place and care workers use gloves and aprons when providing personal care. Fire exits are free of obstructions and maintenance records evidence weekly fire alarm tests. All COSHH (Control of Substances Hazardous to Health) materials are stored correctly, in line with the COSHH Regulations 2002 and the manager completes regular audits of the environment.

Leadership and Management

Overall, the provider has a clear vision of the support it provides, and a positive regard to each person receiving support. There is good management oversight of the service and the RI is in frequent contact. Regular discussions take place with people in the home, their family members and healthcare professionals involved in their care. People know how to

make a complaint if they need to: one person just gave us the 'thumbs up' sign when asked if they felt safe and another person smiles and pointed to a specific care worker when we asked who they would talk to with a problem.

The provider ensures there are enough knowledgeable and skilled care workers to provide the right support for people. Pre-employment checks take place before new employees start work - these include reference checks, photo identification and Disclosure and Barring Service (DBS) checks. The staff induction programme links to individual learning outcomes and the 'All Wales Induction Framework for Health and Social Care.' Care workers undertake specific training relevant to the people they support, such as autism awareness, mental health, diabetes and communication. Three-monthly employee supervision records and annual appraisals show all care workers can discuss any issues they wish to raise, in a formal setting and have the conversations recorded. The RI identifies all actions needed to improve people's well-being into informative six-monthly quality of care reports.

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

Date Published 19 July 2022