



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

11/12/2023

Welsh Government © Crown copyright 2023.

*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	20 June 2022
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People are very happy at Maesteilo Care Home and can take part in a wide range of leisure pursuits. People lead happy and fulfilling lives and do a wide range of things that are important to them. Each person is encouraged to make their own decisions in how they spend their time. An established and invested staff team promote a relaxed atmosphere which helps people and visitors feel at ease.

All employees demonstrate a good knowledge of the people in the home and care records clearly describe how care workers are to meet each person's individual needs. The enthusiastic staff team want to make a positive difference to people's lives and ensure people are invited to be fully involved in all discussions about their support. Care workers say they are well-supported by the manager and other senior staff. Good communication channels are evident, with robust monitoring of the quality of care people receive. The Responsible Individual (RI) regularly talks to people who live in the home, their relatives, other healthcare professionals and care workers to obtain feedback about the service.

Well-being

People at Maesteilo Care Home have control over their day-to-day lives and know what opportunities are available to them. Care workers invite people to become involved in their support arrangements. The manager does not arrange house meetings for people to discuss any issues they want to raise because people say they do not want them. Instead, the manager ensures that each person meets with one of their two keyworkers each month, to make plans for their social lives and to discuss any anxieties they may have. Personal plans contain personal preferences and backgrounds of the people they describe. The manager gives people a copy of the service user guide when they arrive; this provides details of what they may expect as well as details of the complaints process should they need to use it. In addition, people use independent advocacy services where they want support in issues that affect them.

People are relaxed, comfortable and know what opportunities are available to them. They do things that make them happy and each person is as active as they wish to be. This includes partaking in all kinds of hobbies such as pottery, gardening, woodworking, and arts and crafts of all varieties. We spoke to some very excited people who were getting ready to go for a grand group Christmas meal in Carmarthen with all their relatives and friends. We also spoke to one enthusiastic care worker who is currently hacking a pathway through a neglected woodland area next to the main house, to provide a woodland walk for people and to provide spaces for quiet thinking time and relaxation. People are very happy to be involved in these leisure pursuits.

People are encouraged to personalise their surroundings in line with their interests and hobbies. We met one person who showed us their new colourful wallpaper in their lounge and bedroom. The manager tries to match care workers' skills and interests with people receiving their support: one person has built a wonderful model railway, complete with hills, waterfalls and tunnels, another person keeps busy wood-burning large name-signs for the provider's other care homes in the area. In this way, people are encouraged to pursue any interests they have, and be supported by like-minded care workers who go above and beyond what is expected of them. Care workers have good relationships with people and work alongside them in positive ways, with good-humoured conversations.

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. Assessments of physical and mental health and up-to-date risk assessments help to maintain people's independence.

Care workers are supportive and engage with people in positive ways, to remain positive and healthy. Care workers also regularly give people the time they need to talk about any anxieties: this is one aspect that has really impacted on a real reduction in instances where people have needed to be physically stopped from harming themselves or others. The manager is proud of the staff team and how they have achieved this because it has improved peoples' quality of lives immeasurably. In addition, the staff team use creative ways to elicit opinions from people who may otherwise not be able to make choices.

People say they feel safe, and employees protect their privacy and personal information at all times. Care workers have been through the provider's thorough recruitment process. Senior staff oversee care workers to ensure they are meeting people's needs as they should. All care workers receive support and training, and they may access policies and procedures to understand their responsibility to protect the vulnerable people they support.

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 also contact external agencies such as the local safeguarding office if they thought they needed to.

The service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture. While there is no demand currently for exclusively Welsh speaking support, some staff members are bilingual and the manager agrees with the necessity of providing an Active Offer in the event that the home supports anyone who does prefer to communicate in Welsh. The manager is arranging for the home's statement of purpose and written guide to be available bilingually; this would help Welsh-speaking people to make informed decisions about coming to the home. In addition, people would then not have to ask for them.

Environment

Overall, people receive support in a superb environment. The main building is a mansion in its own 19-acre woodland, and there are other cottages, separate from the main house, with their own entrances and courtyards. The home is safe, warm and clean. People say

they feel comfortable and happy and can choose different areas to use: there are various communal areas, as well as extensive grounds where people can spend time working, or relaxing with friends and relatives. There is a barbeque area in the front garden, where people from the providers other homes often come to enjoy the day.

Each person has two rooms, one as a bedroom and one for relaxing during the day. Some people live in their own flats in separate buildings near the main house. All rooms are spacious and personalised to reflect the occupant'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. There is a large dining room, with new dining chairs and plans for new dining tables to make the area more homely and sociable.

People are safe from unauthorised visitors entering the building, as all visitors have to ring the front doorbell 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 regular 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.

Although the provider ensures there are enough knowledgeable and skilled care workers to provide the right support for people, there is an emphasis on employing people with the right attitude, who bring a range of life-skills and interests into the team. Examples include care workers who are eager to interest people in horticulture, woodwork and arts & crafts. This has produced an extremely motivated and skilled staff team, one that goes above and beyond their job descriptions to support people in varied and creative ways. In addition, the manager has a drive to develop the home further: the development of the woodland area to the front of the house, the horticulture area with polytunnel at the rear, and courtyards outside the cottages for people to enjoy. We were also shown areas that have been designed as shady for people who dislike sitting in the sun outside.

Staffing levels are high and there is very good staff retention. This means the staff team are well-known to people – and we saw how good the rapport is, with good-natured humour and genuine respect for people in the home. 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 are up to date with their essential training, together with specific training relevant to the home. Care workers say this provides them with a good understanding of their roles and responsibilities and the best ways to support people. All aspects of the service are summarised in three-monthly visits from the RI and six-monthly quality of care reports. Employees discuss any issues they wish to raise in three-monthly supervision meetings.

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
-----	--	-----

Was this report helpful?

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- [Inspection report survey](#)

If you wish to provide general feedback about a service, please visit our [Feedback surveys page](#).

Date Published 22/01/2024