



Inspection Report on

Blaenos House Care Home

**Blaenos House Nursing Home
Llandovery
SA20 0EP**

Date Inspection Completed

20 August 2021

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About Blaenos House Care Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Ashberry Healthcare Limited
Registered places	38
Language of the service	English
Previous Care Inspectorate Wales inspection	26/02/2019
Does this service provide the Welsh Language active offer?	The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.'

Summary

People receive a service that focusses on their individual needs through dedicated leadership and management and a committed staff team. The Responsible Individual (RI) has good oversight of the service.

People's individual health and wellbeing are central to those providing the care and support. People living in the service and their relatives corroborated this. Further work is required to involve representatives in the assessment and review of people's care.

The environment is safe and supports people to form social relationships. There is a range of monitoring and audit processes in place. A programme of internal refurbishment has been undertaken and the plans for external improvements are about to commence.

Well-being

People have their choices and views are recognised. People are supported to take part in one to one and group activities of their choice. There are regular social activities that we observed during the inspection visit. Care records reflect the individual needs and preferences of the person, however, further work is needed to ensure the person and /or their representative are involved in the care planning and review process. The RI seeks the views of people living and staff working in the service during actual and virtual visits. People have access to information about how to raise a concern if they need to, one person told us *"I will speak to the manager if I have any concerns"* and a relative told us *"I have had a copy of the homes complaints procedure"*. People can personalise their bedrooms with items important to them such as furniture, ornaments, photographs, posters and bedding. People are offered choices of meals and refreshments with alternative options readily available.

People are protected from the risk of harm and abuse. Care workers spoke caringly about the people living in the home and have a good understanding of the person, their needs and how to meet these. Care workers interact with and support people in a caring and thoughtful manner. Appropriate infection control measures are in place and staff are clear about their role and responsibilities around infection, prevention and control. The service is clean with no malodours, and there is an ongoing programme of maintenance and improvements. Recruitment measures ensure staff working at the home have the right skills and approach to care. The home liaises with health and social care professionals to ensure people remain as healthy as possible.

People enjoy healthy relationships. People we spoke with told us that they have developed social relationships since moving into the service. People can enjoy positive social interactions in the spacious communal areas. We saw groups of people chatting, laughing and engaging in light-hearted conversations and activities.

Care and Support

Care and support is provided by dedicated staff who have a good understanding of people's needs. Staff members spoke enthusiastically about caring for people and working in the service. Staff positively and caringly interact with people throughout the period of the inspection visit. People told us they are happy with the care they receive and praised the care staff; *"the carers are lovely, they work so hard"*, *"all the staff are marvellous, they look after us very well"*.

The kitchen has a five star food hygiene rating with varied menus offering daily choice. Meal times appear to be a very positive and enjoyable social event where people are encouraged and supported to eat their meals. Meal choices are readily available as we heard a care worker discussing a range of breakfast options with a person.

Sufficient staffing levels are in place to meet the care needs of people living at the service. Care staff told us they have enough time to support people appropriately. Staff respond to requests from people in a timely manner and interactions are friendly, respectful and unrushed.

Care staff have access to electronic care records that outline the care and support people require to remain healthy. Care plans provide clear details of the needs of people and give a good sense of the individual. However, more work is required to demonstrate how the individuals and /or their representatives are involved in the assessment and review of their care, particularly during the Pandemic. Health and social care professionals are involved with people and this is documented in their care records. There are appropriate measures in place for the safe storage, administration and recording of medication. Care staff have a good understanding of safe medication practices and a good knowledge of the use of specific medications to support people living with Dementia

The service promotes hygienic practices to reduce the risk of infection. On arrival, we were requested to show a valid Lateral Flow Test, we gave our contact details and had our temperatures taken and recorded. Staff wear appropriate PPE and adhere to the current Public Health Wales (PHW) Guidance. The manager has worked with Environmental Health and the Local Health Board to ensure the service is meeting its obligations around infection, prevention and control measures. Policies and procedures are in place to support good practice and care staff are clear on these and their responsibilities around protecting people from infection.

Environment

Arrangements are in place to minimise risk to people's health and safety. Testing and servicing of fire-fighting and moving & handling equipment are undertaken within the required timescales. Personal Evacuation Plans are individualised and readily available in emergencies. Emergency alarms are accessible and when activated are responded to in a timely manner. Infection, prevention and control measures are in place because of the pandemic with sanitation and PPE stations located throughout the home. COVID-19 testing procedures are in place for all visitors, who come to meet their loved ones at the home. Substances hazardous to health are stored safely and communal areas are uncluttered and free from hazards.

The home ensures the environment supports people to achieve their personal outcomes. The layout of the service enables people to use the facilities available to them safely. Décor is designed to stimulate and assist orientation. A range of internal redecoration and refurbishment has been and continues to be undertaken. People's bedrooms are personalised with items of furniture, ornaments, photographs and prints. The service is clean and there are no malodours.

Plans are in progress to improve the external areas of the service including a Dementia friendly garden, new parking and an improved driveway. It is disappointing that the plans to improve the garden space to the rear of the property have not been undertaken and opportunities are being missed to involve people in gardening activities including the use of the greenhouse.

Leadership and Management

There are thorough governance arrangements in place. The RI has undertaken Regulation 73 visits both virtually and physically at the service during the period of the Pandemic. The RI has provided CIW with copies of reports that identify people and staff are spoken with as part of his visits to the service. The RI has held “You said ...We did” meetings with staff to obtain their views and to feedback actions taken by the organisation. Staff and people living in the service confirmed this with us. There are a range of monitoring tools and audits undertaken by the manager. Actions required from these audits are acted upon and reviewed regularly.

Staff who are knowledgeable, competent and fit to care for people living in the service support people. Staff told us they feel well supported by the manager and the organisation; *“the manager is so good! She manages the service well”*. They feel confident if they have a concern they can speak to a member of the senior team, their concern will be listened to and acted on; *“I can speak to the nurse or the manager if I have a concern. I would be listened to”*. We also saw staff following appropriate infection, prevention and control measures and they were able to explain to us their responsibilities in reducing the spread of COVID-19.

Staff records show they receive a comprehensive induction, receive regular supervision and an annual appraisal. Staff attend a range of mandatory and specific training and the service’s training matrix corroborated this. Care staff told us about the training they have attended and were able to demonstrate a good understanding of their role in the protection of individuals and safe moving and handling procedures. There are up to date and regularly reviewed policies and procedures in place to support staff. Staff recruitment records hold all the required information and checks.

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

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

None	
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Areas where improvement is required

None	
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