

Inspection Report on

Caeglas Residential Home Ltd

Caeglas Residential Home Heol Cennen Ffairfach Llandeilo SA19 6UL

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed
9 December 2021

16/11/2021



About Caeglas Residential Home Ltd

Type of care provided	Care Home Service
	Adults Without Nursing
Registered Provider	Caeglas Residential Home Ltd
Registered places	24
Language of the service	Both
Previous Care Inspectorate Wales inspection	16 & 17/08/2018
Does this service provide the Welsh Language active offer?	Working Towards. 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 good service through the manager and a dedicated staff team. The Responsible Individual (RI) has detailed oversight of the service. The service is monitored through quality audit tools and the RI's Regulation 73 visits.

People's individual health and wellbeing are important to those providing the care and support. People living in the service and their relatives have corroborated this. Electronic care records need further developing to provide more details about the person and their individual needs.

The environment is safe and appropriate infection prevention and control measures are in place in line with Public Health Wales guidance. The service is well maintained with ongoing improvements being made.

Well-being

People's choices and views are recognised. People take part in one to one and group activities of their choice. The RI seeks the views of people living and working in the service during actual and virtual visits. People can personalise their bedrooms with items important to them such as furniture, ornaments, photographs and artwork. People are offered choices of meals and refreshments with alternative options readily available. People are able to participate in a range of activities, hobbies and interests that they enjoy.

People are protected from the risk of harm and abuse. Care workers speak caringly about the individuals living in the service and have a good understanding of people's needs and how to meet these. Staff interact with, and support people, in a caring and thoughtful manner. Care records provide information about the needs and preferences of people; however, more details are required to give a better sense of the individual. Care staff are clear on their responsibilities to protect people and this is supported by policies, which are regularly reviewed and updated. People feel safe living in Caeglas.

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 is well maintained. Recruitment measures ensure staff working at the service have the right skills and approach to care. The service liaises with health and social care professionals to ensure people remain as healthy as possible.

Care and Support

Dedicated staff have a good understanding of the needs of the people living in the service. Interactions are positive and caring, staff members spoke enthusiastically about supporting individuals and working in the service. Care workers told us; "I love my job" "I love being here – it's a fantastic job!" and "I love the residents". People and their relatives told us they are happy with the care they receive and praised the care staff; "I'm very happy here – all is good", "I like everything here – the carers are wonderful" and "the carers are very good". A relative told us "I have no concerns about the home, management or the care my father receives". All the people we spoke with told us they feel safe living in Caeglas. Additional consideration should be given to meet the requirements of the "Active Offer" of the Welsh language including having bilingual information readily available.

People are able to participate in regular group and individual activities. We saw a number of people joining in different activities during our visit including armchair exercises. The exercises are well organised and participants are positively encouraged and supported. People do benefit from the exercises "I feel great afterwards" and "it helps me keep as fit as I can". People told us they enjoy the regular activities with their friends "we have a laugh and it lifts the spirits".

The kitchen has a five star food hygiene rating with varied menus offering daily choices. Meal times appear to be a very positive and enjoyable social event. We observed well-presented meals delivered to people who ate in their own rooms. Two people told us "the meals are very tasty" and "beautiful".

Sufficient staffing levels are in place to meet the care needs of people living at the service. Care staff told us there have been issues with staff sickness due to the Pandemic but they have supported each other by covering shifts. Care workers respond to requests from people in a timely manner and interactions are friendly, respectful and unrushed.

Care staff have access to electronic care records, which outline the support people, require to remain healthy. Plans provide information about the needs of people; however, more detail is required to give a better sense of the individual. Health and social care professionals are involved with people and this is well documented in their care records. There are appropriate measures in place for the safe storage, administration and recording of medication.

The service promotes hygienic practices to reduce the risk of infection. 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. Care staff are clear on these, and their responsibilities around protecting people from infection.

Environment

Arrangements are in place to minimise risks to people's health and safety. Testing and servicing of fire-fighting and moving & handling equipment are carried out within the required timescales. Personal Emergency Evacuation Plans (PEEPS) 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, there are sanitation and PPE stations located throughout the home. COVID-19 testing procedures are in place for all visitors, who come to meet their relatives at the service. The bins in communal areas should be replaced with foot operated pedal bins to reduce the risk of cross contamination. Substances hazardous to health are stored safely and communal areas are uncluttered and free from hazards. There are thorough maintenance checks, servicing and audits in place, but appropriate training is required for the person conducting these. The environment is clean and free from malodours.

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 and signage throughout the service is designed to stimulate and assist orientation. There are a number of communal and quieter areas for people to meet depending on their preference. People's bedrooms are personalised with items of furniture, ornaments, photographs and artwork. The service is well maintained and there are ongoing improvements being made.

Leadership and Management

There are good governance arrangements in place. The RI has undertaken Regulation 73 visits during the Pandemic. CIW have received copies of reports that demonstrate people and staff are spoken with as part of his visits to the service. Staff and people living in the service confirmed this with us. There are a range of monitoring tools and audits undertaken by the management team. Actions required from these audits are acted upon and reviewed regularly.

Staff are knowledgeable, supported and competent to care for people living in the service. Staff told us they feel well supported by the manager, the RI and Director including; "we can speak to them about anything, they are here for us" and "We are well supported by the (manager), (RI) and (Director)". Staff feel confident should they have a concern they can speak to a member of the management team and their concern would be listened to and acted upon. Care workers spoke very positively about working in the service including; "I love it, one of the best jobs I've done" and "we are one big family. We are one big team".

Staff records show they receive a good induction, have regular supervision and an annual appraisal. Staff attend a range of mandatory and service 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. It is important that the training provided is the most up to date, particularly when using DVDs. We 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. There are up to date and regularly reviewed policies and procedures in place to support staff. Recruitment records hold all the required information and checks.

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	N/A	

inspection	

Date Published 20/01/2022