



Inspection Report on

Pool Cottage

**Poolhead
Wilcrick Lane
Caldicot
NP26 3DA**

Date Inspection Completed

5th & 15th October 2021

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About Pool Cottage

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Consensus Support Services Limited
Registered places	8
Language of the service	English
Previous Care Inspectorate Wales inspection	This was the service's first inspection since it registered in October 2019 under the Regulation and Inspection of Social Care (Wales) Act 2016.
Does this service provide the Welsh Language active offer?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

Pool Cottage is a care home, which is able to accommodate up to eight residents. Katy Preedy is the Responsible Individual (RI) who has responsibility for overseeing the management of the service. A suitably qualified and experienced manager runs the home on a day-to-day basis. The manager is registered with Social Care Wales, the workforce regulator and is supported by a deputy manager.

The home benefits from an experienced, skilled and consistent team of care workers. Staff turnover is low which allows for the care staff to know the people they support well. Staff are suitably recruited and trained. People and their families are happy with the support they receive at Pool Cottage. Interactions between care staff and residents are positive, warm and dignified. People are encouraged to lead a healthy lifestyle and achieve their personal goals. The service recognises and respects what is important to people.

The environment is clean, tidy and homely. People have their own bedrooms, which are personalised to their individual taste. Robust infection prevention and control procedures are followed to minimise the risk of infection at the home.

Well-being

The service promotes people's rights and encourages them to have choice and control over their everyday lives. People and their family members told us they are happy with the care and support they receive. Care workers recognise people as individuals. People have autonomy over their own lives as much as is possible and staff know what they like and dislike. People's individual needs and wishes are reflected within their personal plans. People are given opportunities to socialise with others and keep in touch with family and friends. Care workers understand the importance of getting to know people as individuals. They encourage people to express themselves and know what communication methods to use to help people understand the information they are given.

People receive the physical and emotional support they need to keep healthy. The service completes a range of risk assessments and personal plans that identify their particular care and support needs and how these should be met. Individuals are supported to access medical and specialist services, if needed, to promote their health and well-being. Care workers recognise when people need emotional support and provide this with kindness and compassion. Residents are encouraged to achieve individual goals that help develop their skills and independence and improve their health. People receive appropriate support with their medication. Residents have their own rooms, which are warm, clean and personalised to their own taste. People have family photos, cards and collectables in their rooms, which gives a homely feel to their surroundings. Care and support is provided in a safe environment. Care workers receive the training they need to support people safely.

The service helps to protect people from abuse and neglect. Staff complete training in relation to safeguarding adults at risk and understand their role in protecting people. The service has a safeguarding policy that is kept under review and reflects Wales Safeguarding Procedures. People are encouraged to speak out about their experiences and a clear complaints policy is followed. People have positive interactions with care workers. The RI and management team monitor the service to make sure it is provided to the best possible standard.

Care and Support

People receive the support they require, as and when they need it. Throughout the visit, we saw there were a sufficient number of care staff on duty to support people. We saw staff interacting well with residents and evidence of positive relationships. Care workers provide care with genuine warmth and compassion. People and their family members are complimentary about the support provided, communication from the management and the way the home is run. One family member told us; *“..... is looked after fantastically well,..... It is a lovely homely environment. They are very welcoming, good communications with the home and I can visit at any time. The carers are fabulous....Staff are kind to all of the residents and the families, they have endless patience. All the staff are wonderful.”* Another family member told us; *“They are fantastic, the staff are always kind, compassionate and caring..... always on hand to answer any questions we might have. The communication is excellent from the home; they are always pleased to hear from us. They have an excellent attitude, routine and standard of care.”*

People have choice and autonomy. Residents' files contain all the required information including risk assessments and personal plans of care. These are reflective of the person being cared for, include their preferences of how to be supported and are regularly reviewed and updated. We saw evidence that referrals are made to external health and social professionals as and when required. Care records evidence staff are providing care and support in line with people's personal plans. During the inspection, we saw staff understand people's needs and preferences.

Medication procedures are followed to ensure people receive their medication as prescribed. Best interest decisions are recorded as required where people are not able to give their own consent to some forms of medication administration. However, these need to be reviewed more regularly. We found medication which had been administered, was accurately recorded on the persons Medication Administration Record (MAR) chart. Protocols are in place for *'as required'* medication although these should be reviewed more regularly which we discussed with the manager. The manager assured us that these reviews would take place more often.

Robust infection prevention and control procedures are followed. We saw all staff wearing the appropriate personal protective equipment (PPE) throughout our inspection visit. On arrival, our temperature was taken and the person in charge checked that we had a recent negative COVID-19 test result. Welsh Government guidance is being followed to allow visitors safely into the home and we saw appropriate risk assessments are completed and reviewed in relation to this.

Environment

People live in an environment that meets their needs and promotes their wellbeing. Pool Cottage is warm and welcoming. We saw that increased cleaning was taking place due to the COVID 19 pandemic. Personal Protective Equipment (PPE) such as face coverings, disposable aprons and gloves are readily available throughout the home.

The home has a rating of five from the Food Standards Agency, which is the highest rating possible and means the hygiene standards are very good and comply with the law. We viewed a selection of bedrooms and saw they are warm, clean, and personalised to each resident's tastes. The home is well organised and clutter free, minimising the risk of trip hazards.

The environment is homely and decorated to a high standard throughout. The kitchen and utility room are well maintained, clean and tidy. The lounge is homely and has well maintained furniture. There are some low doorways due to the age of the property; these are all clearly marked with 'mind your head' signs. We saw some residents relaxing and chatting with staff in the lounge and others in the conservatory. There is outdoor garden space available for residents to use.

People benefit from a safe and secure environment. On arrival, the main door was secure, our identification was checked and we were asked to sign the visitors' book. We viewed the maintenance file and were able to see that all serviceable equipment has been checked to ensure its safety. Regular checks of the fire alarms take place at the home and staff are trained in fire safety. People living at the home have a Personal Emergency Evacuation Plan (PEEP), which is important as it guides staff on how to evacuate people in case of an emergency. We saw that staff are trained in fire safety and that fire drills are carried out regularly.

Leadership and Management

People benefit from effective leadership and management. The model of care described in the service's statement of purpose accurately reflects the support provided. This was evidenced through reviewing people's personal plans, discussing people's care with them and their family members and through discussion with care staff.

The manager, deputy manager and RI are well respected and trusted by residents, family members, and the care staff team. We were told that the communication and support from the management team is excellent. The home benefits from exceptional staff retention, which supports positive relationships between care staff and residents. The care staff work well as a team and communications between the team are good. Care staff told us that they thoroughly enjoy working at Pool Cottage and some described it "*like having a second family.....a real home from home.*"

The RI has undertaken regular quality assurance checks to ensure that the service is compliant. These are evidenced in the RI reports, which are comprehensive and clearly identify the service areas to be improved as well as celebrating the home's successes. Feedback from residents and staff is used to inform the quality assurance process. The home promptly submits the required notifications to Care Inspectorate Wales (CIW) and the provider is open and transparent in their dealings with the regulator. The provider has relevant policies in place, which are kept under review.

Care staff receive regular supervision with their line manager. This one-to-one support provides opportunity for staff members to discuss any concerns or training needs they may have and for their line manager to provide feedback on their work performance. Care staff have the opportunity to attend regular team meetings and discuss the operation of the service. Care staff can contribute any ideas they may have.

We saw that personnel files are well organised and contain all of the required information. Care staff are well trained in all aspects of their work and support people calmly and confidently with warmth and compassion.

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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