



# Inspection Report on

**Jah Jireh Charity Homes (Wales)**

**Jah Jireh Care Home  
Llwydcoed  
Aberdare  
CF44 0LX**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

**Date Inspection Completed**

*25/07/2023*

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## About Jah Jireh Charity Homes (Wales)

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Jah Jireh Charity Homes
Registered places	51
Language of the service	English
Previous Care Inspectorate Wales inspection	9 March 2023
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

### Summary

Jah Jireh is a faith based service which offers support to people who are part of the Jehovah Witness community.

People tell us they are happy with the care and support they receive. A well-established team of care staff understand peoples needs. Staff interactions with people are kind and respectful. Activities are available and people have things to look forward to. Person centred plans and risk assessments are in place. Reviews are completed routinely. People receive medication as prescribed and nutritional needs are understood and met.

The environment is welcoming, spacious, and clean. Bedrooms are personalised. Staffing levels are sufficient to ensure individual needs are met in a timely manner. Care staff feel supported by the management team and enjoy working at the service. Sufficient policies are in place. Pre-employment checks ensure staff are suitable to work with vulnerable people. Ongoing training and supervision are offered to all staff. Equipment and facilities are appropriately maintained. The Responsible Individual (RI) visits regularly to review the experiences of staff and people living at the service.

## Well-being

People are listened to and have influence over the care they receive. Plans contain personal information around people's social backgrounds, care preferences and routines. People can personalise their bedrooms as they wish and choose where and how to spend their day. People are provided with a choice of food options and meals can be eaten in the dining room, lounge, or people's own rooms as they choose. There are opportunities to take part in a wide range of activities. Visiting arrangements for family and friends are flexible. The management team and RI gather regular feedback to ensure the care provided meets expectations.

The care provided is of a good standard. There are processes in place for assessing, monitoring, and reviewing the care and support needs of people. People tell us the care provided is of a good standard. Medication is safe and well managed. The service contacts external health professionals in a timely manner. People's nutritional needs are considered. People receive support to maintain important relationships and build new friendships. There are opportunities to enjoy activities within the service and local community and people tell us they can positively occupy their day. The service considers and supports people's spiritual/faith needs.

People live in an environment which enhances their well-being. The environment benefits from regular safety checks and maintenance. There are good infection control procedures in place and the home is clean and clutter free. People have access to a range of communal areas. Suitable mobility aids are in place to support where needed. Communal spaces, corridors and individual bedrooms are pleasantly decorated. There is a dedicated space for people to practice their faith within the building.

There are systems in place to help protect people from abuse and harm. People are safe from unauthorised visitors entering the building. Character and fitness checks ensure staff are suitable for their role. Care staff tell us they benefit from ongoing training and supervision. Care staff understand the importance of safeguarding and reporting concerns. The building is well maintained. A range of up-to-date policies outline and reinforce positive care practices.

## Care and Support

There is written information for each person. Detailed personal plans in place outline the care and support people need. Information about people's life experiences and preferences are recorded. Potential risks are considered and minimised as much as possible. The service liaises with health and social care professionals when needed and all health appointments are documented. Although daily records are updated to reflect changes, plans we viewed are not always amended to evidence this. The RI confirmed the service is in the process of establishing a new electronic system to strengthen this area.

Nutritional needs are considered. People benefit from a balanced diet and varied menu. Kitchen staff have a good knowledge of people's dietary needs including any specialist requirements. We observed staff offering a choice of meals. During the lunchtime experience we observed a pleasant and relaxed atmosphere with people chatting in their friendship groups.

People receive a good standard of care and support. People take part in a range of activities within the home and the local community. Activities include themed parties, exercise sessions, shopping, visits to local attractions and parks. People told us they enjoy studying religious scriptures and practicing their faith. We observed care staff engaging with people in a kind friendly manner and saw several positive interactions between staff and people throughout the inspection. People tell us they are regularly asked to provide feedback on the care they receive. Care staff are familiar with people's needs and routines and offer support accordingly. Call bells alert care staff when assistance is required, and we saw these were responded to promptly. People tell us they enjoy living in the service and have good relationships with care staff. Comments include *"It's a very happy place."*, *"We have some very good reliable workers."*, *"I feel safe here and so do lots of other people."*, *"The staff are nice they look after us."* and *"I made the right decision moving here."*

Systems to manage medication are effective. There are safe arrangements for storing medication. Medication room and fridge temperatures are documented daily to ensure medication remains effective. There are clear medication management systems in place including an up to date medication policy. The completion of routine medication audits ensures practice remains safe and effective. Those staff who administer medication receive adequate training. Medication Administration Records (MAR's) we viewed were completed appropriately with no gaps or errors.

## Environment

People live in a pleasant environment which supports their wellbeing. Bedrooms are individualised to people's tastes, containing photos and decorations which make the environment feel homely and familiar. The service has a range of lounge areas, where people can choose to spend their time and undertake activities. Several corridors include seated areas which display items of interest to encourage people to reminisce. Noticeboards display people's past travels and significant events in their lives. The service has a Kingdom Hall where people can practice their faith and maintain contact with the local congregation. People tell us they feel the environment is comfortable and pleasant to live in.

Ongoing checks and maintenance ensure the environment remains safe. A sufficient supply of personal protective equipment is in place. People's personal information, together with employee personnel records, are stored safely, and are only available to authorised members of the staff team. Records we viewed demonstrate routine utilities and equipment testing. Fire safety tests and drills are completed regularly. Personal emergency evacuation plans (PEEP's) provide guidance on how people should be safely evacuated in the event of an emergency. A maintenance worker is employed to carry out routine health and safety checks and general repairs. Substances hazardous to health are stored securely and there are no obvious trip hazards. Repairs to the property are completed in a timely manner. The service has a Food Hygiene rating of 4, which indicates hygiene standards are good.

## Leadership and Management

Overall, there are effective systems to support the running of the service. Rotas we viewed evidence sufficient staff numbers are in place on each shift to support people. The Responsible Individual (RI) carries out three monthly visits and six-monthly quality of care reports to identify any areas of development and improvement. Policies and procedures are in place to provide guidance for staff on their role and how to provide good quality care and support. Staff we spoke with are clear about safeguarding and whistleblowing procedures.

Care staff feel supported and are recruited safely. There is a suitable selection of checks undertaken to support the appointment of staff. Care staff are working toward their registration with the workforce regulator, Social Care Wales. Newly appointed staff complete an induction programme. Care staff told us they are happy in their role and receive a good level of support from the management team. Comments include *"It's a nice place to work with good support."*, *"I love working here."* A low turnover of staff allows people to experience good continuity of care and develop trusting, positive relationships. One staff member told us *"People are well looked after here."* *"The care provided is amazing."*

Training records show overall all staff have completed core training and benefit from supervision. Care staff confirm they receive regular supervision, and the management team are available to offer advice and discuss any areas of concern. The recording of formal supervision sessions needs strengthening to evidence the support provided. Care staff complete medication training and competency assessments before administering medication. Staff state they feel confident in their role and have access to sufficient and ongoing training. Care practices we saw on the day were safe and in line with good practice. The RI advised of their plan to improve the recording and oversight of staff training and supervision over the coming months.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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
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N/A	No non-compliance of this type was identified at this inspection	N/A
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