

Inspection Report on

Granville Court

Date Inspection Completed

05/12/2022



About Granville Court

Type of care provided	Care Home Service
	Adults Without Nursing
Registered Provider	M&D Care Limited
Registered places	9
Language of the service	English
Previous Care Inspectorate Wales inspection	17 July 2019
Does this service provide the Welsh Language active offer?	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

Granville Court enables people to experience fulfilment in their everyday lives. People feel safe in their home, which has a relaxed, friendly atmosphere. People are supported by caring, professional staff who are committed to helping them achieve their individual goals. The service has an effective care planning and review process to support this. People are encouraged to develop their independence and follow their own interests. Potential risks to people's health and well-being are identified and reduced through clear risk management strategies.

The home has well-equipped flats that people can personalise as they wish. The environment provides opportunities for people to socialise with others in indoor and outdoor areas. The home is secure and there are systems in place to help keep people safe. People have easy and regular access to the community.

People have developed good relationships with care workers. Care workers are appropriately trained and supported to develop in their roles. The manager leads by example and is open to new ways of working that may improve people's experiences. People are encouraged to share their views about the service. The service is effectively monitored by the responsible individual (RI). Systems of audit help drive up standards.

Well-being

The service promotes people's rights. People are involved in developing and reviewing their personal plans. These guide care workers in supporting people to achieve their individual goals. People have regular meetings where they can speak out about their experiences. Care workers support people to complete weekly planners and do as much for themselves as possible. Deprivation of Liberty Safeguards (DoLS) procedures are followed to ensure any restrictions people face are lawful. People have access to information about the home and its facilities. They told us they feel comfortable reporting issues to any member of the staff team.

People experience physical, mental and emotional well-being. Care workers support people to maintain important relationships in a safe way. People's individual care and support needs are set out within detailed personal plans that identify their care preferences and routines. People are encouraged to keep active and do things they enjoy. The service supports people to attend their medical appointments and lead a healthy lifestyle. People receive appropriate support with their medication. Care workers monitor people's mental well-being and have a good understanding of how people like to be supported. People are comfortable with care workers and respond positively to their support and guidance.

People are content in their surroundings. The home has good facilities to promote social interaction and independence. People live in clean, comfortable, homely accommodation. Their safety is promoted as the home is secure and its equipment and facilities are well maintained. There are measures in place to reduce infection risks. The location of the home gives people easy access to the community.

The service has systems in place to help protect people from harm and abuse. Care workers are safely recruited and trained to recognise and respond to safeguarding concerns. There are informative, up-to-date policies and procedures to support the delivery of a safe, good quality service. People's individual needs are assessed and discussed with the staff team before people move in. Compatibility assessments also help determine whether people will get on well with others and have a positive experience at the home. The strategies for supporting people safely are set out within clear risk management plans. The service manages and reports incidents appropriately. Standards at the service are regularly monitored and action is taken where improvements are needed.

Care and Support

People receive a good service that helps them achieve their personal goals. The service assesses people's needs before they move in. This includes identifying what people want to achieve from their care and support. People have opportunities to review their progress during monthly meetings with their key workers. Individualised risk assessments and personal plans guide care workers in supporting people safely and effectively. People are fully involved in the development and review of their personal plans. A new system for recording three-monthly care reviews with people and their representatives has been introduced. The service follows DoLS procedures to ensure any restrictions are in people's best interests and subject to regular review. Records show that care workers monitor people's mental health and carry out regular welfare checks. We found that incidents are managed and reported appropriately. One person said, "I'm really happy here, it's where I feel safe."

The service encourages people to follow their interests and develop their living skills. People told us they can do things they enjoy, such as going to the gym, going out for meals, gaming, watching films and doing voluntary work. Care workers support people to complete weekly planners, which help them occupy their time in a positive, structured way. They also include any planned health appointments. The service receives activity packs that detail local attractions and events and offer other activity ideas. Records confirm that people keep active and regularly engage in community-based activity. This helps keep them mentally and physically fit. People are encouraged to carry out domestic tasks as they work towards independent living. Care workers support people to plan, budget, shop for and prepare meals, either within their own flats or within the communal kitchen. We saw noticeboards within flats reminding people about their household duties.

The service enables people to develop safe, positive relationships. Personal plans identify the relationships people value and how they can connect with others safely. People told us they regularly keep in touch with family and friends, who are made to feel welcome at the home. Compatibility assessments are completed before people move in, which help determine whether people's individual needs and circumstances complement those of others. This is also considered by the RI during formal visits to the service. We found that people generally get on well with one another, often choosing to socialise and do activities together. People told us they receive good support from their key workers and can speak openly to all members of the staff team.

Medication is managed safely. We found that medication is stored securely within the designated medication room and within people's own flats. Care workers carry out daily temperature checks of storage areas to ensure they remain appropriate. Where possible, people are supported to manage their own medicines. Risk assessments support people to do this in a phased way. Regular audits are carried out to ensure medicines are being handled safely. Medication records show that people consistently receive their prescribed

medicines. Care workers support people to attend health appointments related to their medication. The service has a clear, up-to-date medication policy to support safe practice. Care workers are required to complete medication training and competency assessments before administering any medicines.

Environment

The home is in the centre of Morriston, providing people easy access to its many shops. A car is available, although people are encouraged to use public transport where possible. People are accommodated in shared or individual flats. They each have kitchen facilities to support independence with cooking, cleaning and laundry tasks. People told us they can decorate and organise their flats as they wish. We saw that people's flats reflect their individual personalities. They contain personalised furnishings and leisure items that allow people to relax, have fun and take pride in their surroundings. People can maintain contact with others using their phone and/or intercom system.

The home's communal space promotes social activity. There is a homely kitchen-diner and two lounges where people can socialise during mealtimes and activities. There is also an enclosed garden with smoking shelter, which people use during day and night-time hours. We saw that there is no suitable lighting in the garden, which increases the risk of people falling or injuring themselves when using the garden in the dark. The manager and RI assured us that suitable lighting would be installed. A maintenance officer visited the service shortly following the inspection to assess the options available.

There are measures in place to promote people's health and safety. The home uses a fob system that prevents visitors gaining unauthorised entry to the premises. CCTV is also used externally for added security. The service keeps a record of visitors entering and leaving the building. Where appropriate, people have their own fob so they can enter and leave the home as they wish. The decision-making process regarding the issuing of fobs is not clear. The manager told us individual assessments will be completed, in line with people's needs. Health and safety matters are discussed during resident meetings and care reviews.

Staff carry out routine health and safety checks, such as food and water temperatures and fire safety checks. Records show that fire safety equipment has recently been serviced. Fire drills are planned six-monthly, and we saw that the last drill was carried out in November 2022. Staff submit electronic requests to the company's maintenance department for any redecoration or repairs. Works are prioritised according to need. The manager told us the system works well and response times for standard requests have recently improved. Records confirm that recent repairs have been carried out promptly.

The service promotes a good standard of hygiene and infection control. People are encouraged to keep their own flats clean. Care workers make sure communal areas are clean and tidy, which we observed. The service has appropriate measures in place to manage COVID-19 risks. Care workers complete training in relation to infection control.

Leadership and Management

The service has enough staff to meet people's needs. Care workers are allocated to support people during each shift, taking account of their commissioned one-to-one hours. This ensures people consistently receive the right level of care and support. The manager reports on the number of care hours delivered each week, and this is monitored by senior managers. One person expressed frustration at their allocated care worker being moved elsewhere due to staff absence. The manager told us extra staff are being recruited so the team can cover absences more easily and provide people with better continuity of care. The service has experienced recent staff changes, which are due to senior care workers progressing and taking promotional opportunities elsewhere.

The company's HR department recruits new staff. We saw that staff records are stored on a secure electronic database. Records show that appropriate recruitment checks are carried out, including a criminal check via the Disclosure and Barring Service (DBS). However, we found some details to be missing or unclear, such as staff's full employment histories. The manager agreed to raise this with the HR department to ensure all relevant documentation is saved electronically and available for inspection.

Care workers have the skills to meet people's individual needs. We found that care workers complete a wide range of mandatory and specialist training, either online or in person. Care workers described their induction and training as "good." They told us their refresher training keeps their practice up-to-date and covers all topics relevant to people's needs. Records show that care workers receive formal, individual supervision every month during their probation period. This gives them the opportunity to discuss people's progress, consider their own achievements and reflect on how they interact with others. We saw care workers supporting people in a calm, confident, dignified, respectful way. Care workers told us they work well as a team and take pride in helping people achieve their goals.

The service constantly looks to improve. Care workers told us the manager is approachable and open to new ideas. We saw the manager actively listening to people, offering guidance and reassurance. The manager completes weekly reports following internal audits, which are overseen by senior managers. The company's quality team sets actions to drive up standards. We saw that actions are continuously reviewed and updated. Reports show that the RI thoroughly assesses standards during three-monthly visits to the service. The RI gathers feedback about people's experiences and achievements, and sets actions for improvement that are later reviewed. The service also carries out six-monthly quality of care reviews. The report from the latest review shows that people would recommend the home to others.

The service is being delivered in line with its statement of purpose. This is a document that sets out the vision for the home and explains how it will achieve its aims and objectives. We found that people are being supported to fulfil their potential and make healthy lifestyle

choices. A written guide about the home and its facilities is also available, although some details regarding legislation need updating. The RI assured us these updates would be made. We saw that people can access key documents within the home's entrance area. Care workers told us they are familiar with the home's policies and procedures and can access them easily. Records show that care workers have recently discussed safeguarding and medication policies during their formal supervision.

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 10/02/2023