



Inspection Report on

Glenmore Residential Home

**Glenmore Residential Home
188-190
Stow Hill
Newport
NP20 4HB**

Date Inspection Completed

19/01/2024

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About Glenmore Residential Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	BABITA DANHAWOOR
Registered places	22
Language of the service	English
Previous Care Inspectorate Wales inspection	14 October 2019
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

People are very happy with the care and support they receive from all staff. Their relatives speak highly about the service. People receive support to remain as healthy as possible. We saw the service provider works in collaboration with relevant external professionals to achieve this. Their well-being is enhanced by the good rapport they have with the manager, care workers and the opportunities they have to engage in activities.

The manager and care staff know people very well and know what each person needs and wants. We observed they consistently meeting these. In addition, there is documentation in place for each person. This includes personal plans and risk assessments. The responsible individual (RI) and manager are reviewing these to ensure they contain all the information which they know about each person.

The environment is clean and meets the needs of people living in the home. There is plenty of space for people to spend time socialising as well as spaces to relax in a quieter environment.

The manager and RI work closely together to ensure a good day-to-day running of the service. The RI maintains oversight and they visit the service regularly.

Well-being

People who live at the home have choices about the care and support they get and about doing the things they like. People spoke to us about what matters to them, how and where they spend their days, and about the support they receive from care staff. Our observations and discussions with staff show they cater for people's preferences and because they know them well, can anticipate their needs. We observed care staff offering opportunities to engage in a variety of activities, and frequent choices provided for food and drinks throughout our inspection. We also saw the manager and care workers take time to have 'chats' with people.

Care staff promote people's physical and mental health. They arrange referrals and appointments with health professionals when necessary. They support people with their medication and ensure they eat and drink well. People told us they have good options for meals and are complimentary about the food in the home. A range of activities and positive relationships with care staff help to support people's emotional health; we observed the rapport between care staff and people is relaxed and respectfully familiar. Care staff are attentive to people's needs.

Measures are in place to protect people from abuse and neglect. Care staff are trained in safeguarding and have policies and procedures to guide them. Discussion with people show they know who to approach if they are worried about anything. The manager liaises with relevant agencies to ensure any restrictions placed on a person's liberty are only in their best interests. People are assessed prior to moving into the home to consider the suitability of living accommodation and level of care and support provided in the home. The home provides people with suitable accommodation which reflects individuals' needs and interests and where there are good standards of hygiene.

Care and Support

People receive the support they require when they need it. We observed care workers supporting people and noted a natural rapport between them. Care staff are encouraging and reassuring, and demonstrate a clear understanding of people's needs. The atmosphere at the home is relaxed and people can choose what to do, where and when. We observed people following different routines. One person told us "*Staff are all very nice*", another said "*Staff are very friendly*". A visitor told us "*There is always something going on*" and "*Everybody is so caring, they have a lovely manner, nothing is too much for them*". People also access services from external professionals on a regular basis. Records show this includes GPs and district nurses.

There is documentation in place for each person. It reflects information gathered from people, their relatives and health professionals. There are care plans in place for all the areas in which people need care and support. Where there are risks, these are assessed and steps to mitigate them are listed. We noted this care documentation is not always detailed enough and not always complete. The conversations we heard, and our observations of the care and support delivered show staff know people really well and know how best to support them. We discussed increasing the level of detail and ensuring all known information is recorded in people's care documentation and are assured the RI and manager are taking action to address this.

The service provider keeps people safe. The manager liaises with relevant agencies to ensure any restrictions placed on a person's liberty are only in their best interests. There are good arrangements in place to ensure people's medication is safely stored and administered.

Environment

People live in an environment that meets their needs and promotes their well-being. The accommodation includes communal areas including three lounges and two dining rooms. We observed people spending time in all areas of the home. People's bedrooms are personalised and reflect their own needs and interests. The layout of the home, together with the provision of aids and adaptations helps to promote people's independence. We observed people choose where to spend time. Some parts of the home show signs of normal wear and tear for an older property. One person told us the environment needs an uplift. The manager told us there is ongoing maintenance and upgrade work within the home.

There are systems in place to identify and deal with risks to people's health and safety. Staff at the home carry out regular health and safety checks. External contractors carry out specialist checks. The RI arranges and maintains oversight of the checks which have been carried out. The home has a food hygiene rating of five which means standards are very good.

Infection control arrangements are in place. We observed staff using appropriate personal protective equipment (PPE) during our inspection visit. PPE and hand sanitiser are readily available throughout the home. We saw the home is continuously cleaned by the housekeeping team, who know people well and interact with them whilst completing their duties. The standard of cleanliness in the home is good.

Leadership and Management

The service provider has arrangements in place to support the smooth running of the service. The RI maintains oversight of the service and they visit the service on a regular basis. In addition, they have ongoing contact with the manager via telephone. The management team are well regarded by people who use the service, relatives and staff. The feedback received and our observations show they know people and provide assistance whenever necessary. One carer told us the RI is really nice and easy to talk to. A relative explained how they assisted them with administrative tasks which they struggled with. Another relative described the manager as being very good. A carer told us the manager is “*Superb and easy to approach*”. Reports show the RI reviews all aspects of the service delivery and seeks feedback from people who use the service, relatives and from staff.

There are arrangements in place to recruit staff. We examined recruitment records. These show the service provider carries out checks before a person can start working at the home. These include checking care staff’s employment histories, obtaining references and ensuring applications are made to the Disclosure and Barring Service (DBS). We discussed the robustness of these checks with the manager and the RI, we are assured they are taking action to address this. We also discussed the systems in place to ensure staff register with the workforce regulator, Social Care Wales in a timely manner.

Care staff told us the manager supports them, they also know each other well and support each other. They told us they receive training and supervisions. The manager keeps records for care staff’s supervisions, training, and ensures training is refreshed as required. There is oversight of financial arrangements and investment in the service. This includes investment to maintain the environment, and sufficient staffing levels which are appropriate to give people the support they need and want. People and their relatives also commented on the good quality of the meals served.

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
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N/A	No non-compliance of this type was identified at this inspection	N/A
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