



Inspection Report on

Prestemedde Care Home

**Townend
Presteigne
LD8 2DE**

Date Inspection Completed

05/01/2023

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About Prestemedde Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Shaw healthcare (Group) Limited
Registered places	12
Language of the service	English
Previous Care Inspectorate Wales inspection	17.10.2019
Does this service provide the Welsh Language active offer?	The service is working towards providing an 'Active Offer' of the Welsh Language and demonstrates an effort to promote the use of the Welsh language and culture.

Summary

People are happy with the care and support they receive from a dedicated, competent and caring staff team. They are supported to do things they are interested in, and visitors are warmly received to the home. There are opportunities for people to take part in activities and they are consulted about what is important to them so staff can make sure they get the right support.

There is good leadership and oversight of the service. People have opportunities to give their views about the day to day running of the home and this is used for the continued development and improvement of the service. Improvements have been made to the environment which benefit people living at Prestemedde.

Well-being

People have control over aspects of their daily life. They can choose how and where to spend their day and have choices around food and drinks. Staff know people very well and treat them with respect and dignity. People are involved in making decisions about their care and support needs and have information about what to expect from the service. The provider told us documentation can be made available in Welsh for people who want it.

People are supported to manage their physical and mental health. We saw visitors being welcomed into the home and staff providing a private space for people to meet with family and friends. People are encouraged to do things important to them whether that be having two newspapers because a person likes to know the world news as well as the local news or tidying their own bedrooms. Staff were supporting a group exercise session during our visit. It was clear people were really enjoying it. Interactions are kind and respectfully familiar. People responded well to this. There was a lot of laughter and fun as well as providing exercise for people. This relaxed atmosphere carried on into the meal experience for people who are supported by attentive staff.

Staff protect people from abuse and neglect because they know what to look out for and how to raise concerns if they suspect someone's wellbeing is compromised. Care staff have training and policies, and procedures are available to guide staff. Risk management plans are in place to keep people as safe and independent as possible.

People live in accommodation which suits their needs. People can move freely around the home. Equipment is in place to support people who need it and is regularly serviced. Signage around the home is in Welsh and English. People's bedrooms are personalised, and the home is warm, clean and comfortable.

Care and Support

Without exception, people, their family and representatives praise the care and support provided with comments including, the home is “*perfect*,” “*home from home*” and “*simply brilliant*.” The manager and staff tell us they are short staffed and must cover various roles within the home including cooking. Despite this, people still have the support they need when they want it. People tell us staff are kind and always listen to them. We saw they are attentive with people and respond quickly when people need assistance. They show a genuine interest making sure people are comfortable and happy. There was a lovely, relaxed atmosphere in the home during our visit and visitors are welcomed warmly into the home. We saw the mealtime experience for people is very good. During our visit, people were so pleased to have their meal from the local chip shop and told us they have been looking forward to it. People are offered drinks throughout the day. The manager said despite the staffing issues they are experiencing; people still have menu options including cooked breakfast.

People’s needs are assessed before they come into the home to make sure they can be met. People and /or their representatives are involved in this process. Personal plans are detailed so staff know how to support people. Personal outcomes are recorded and supported by staff. Plans are in place to ensure all relevant people are involved in reviewing personal plans. The current system of using paper based and electronic records is difficult to follow and particularly some aspects of the electronic records. The manager is aware of this and will liaise with the provider to address it.

People are supported to remain healthy. Medication is managed well, and people have access to health care in a timely way. Survey’s seen show visiting health professionals speak highly of the care and support staff give to people. They said they are professional and place the needs of the residents first. Relatives/representatives tell us they are always kept informed of any changes to people’s care needs. We saw people’s individual communication needs are anticipated and managed well by staff

Environment

People tell us they have everything in their bedrooms they need to be comfortable. Bedrooms are personalised and warm. During our visit, people were sitting together in the lounge clearly enjoying each other's company. People spent time in their bedrooms when they wanted some privacy. People in their rooms had access to call bells and told us staff respond quickly if they need help. The layout of the home, as well as the equipment available means people can move freely around the home which helps to promote independence. Signage is displayed in Welsh and English. Improvements have been made including installing a new bath, new furniture in the conservatory and new dining furniture is on order.

The home is clean and tidy and free from odours. Regular audits of the environment make sure any issues are identified and acted on quickly. Staff have infection control and prevention training, so they are aware of maintaining good hygienic practices to help manage the risk of infection.

Arrangements are in place to ensure risks to people's health and safety are identified and dealt with. Maintenance records show checks are carried out around the home to identify issues and address them.

Leadership and Management

People have access to information which tells them what they can expect from the service. This includes a statement of purpose and guide to the service. People tell us they know how to raise a concern if they need to and are confident it will be given prompt consideration. Relatives and representative's praise the management and care staff saying communication is "*excellent*," the home is "*well run*" and nothing is too much trouble for the manager or care workers.

Staff are appropriately recruited and trained. They have regular supervision. They tell us any issues can be discussed openly with the manager at any time. Specialist dementia training is planned to make sure training is provided in line with the statement of purpose. Appraisals of people's work and staff meetings have not taken place as often as they should have but plans are in place to address this. Staff tell us the manager is always approachable and listens to them. However, it is a particularly challenging time for staff due to staff shortages. Staff tell us they are exhausted but are very committed to making sure people get the care they need. At the time of our visit, the provider was changing from paper-based care records to electronic records. This is causing some anxiety amongst staff. There are issues with the Wi-Fi in the building making this process more difficult. Staff shortages also impact on time staff have to change from paper to electronic records. The manager and operations manager recognise this and are supporting staff. Plans are in place to rectify the issue with the Wi-Fi and recruitment to vacant posts is ongoing. The provider is aware of the issues the home faces and is actively looking at ways to address this.

Quality audit systems are in place to help identify any improvements needed. The manager tells us, and records show the responsible individual, operations manager and other senior managers visit the home. They speak with staff and people living in the home to share their views on the service. Quality of care reports show people's views are sought as part of the process of continuous improvement and action taken as a result.

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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