



## Inspection Report on

**Sundale**

**Pembroke**

## **Date Inspection Completed**

09/01/2023

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## About Sundale

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Shangri-La Chapel Hill Ltd
Registered places	2
Language of the service	English
Previous Care Inspectorate Wales inspection	25/06/2021
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

Sundale is a well managed service which maintains a relaxed and homely atmosphere that helps people and visitors feel at ease. People and their relatives are extremely happy with the service and the positive impact it has on their lives. Care staff are friendly, enthusiastic and work hard to make a difference to people's lives. Good communication channels are evident throughout the service, with prompt referrals to health and social care professionals where necessary.

The manager is professional, approachable and responds to issues in a timely manner. The responsible individual (RI) takes an active role within the service. She is in regular contact with people and with care staff, consults with them and undertakes quality reviews. Care staff feel well supported by the manager and the RI.

Care staff demonstrate a thorough knowledge of the people they support. They attend training relevant to their roles and the support they provide to people on a daily basis. The home is maintained to a high standard.

## Well-being

People living in the service can feel safe. Detailed initial assessments are carried out, in partnership with the person, family members where appropriate and external professionals. Care plans are person centred and provide clear guidance for care staff to follow. Outcomes, and the means of achieving them, are identified. Care staff are aware of the importance of promoting each person's health and well-being. Individual risk assessments are carried out in order to minimise potential risk to people. Personal plans and risk assessments are regularly reviewed. People and their relatives know about any changes made because they are actively involved in decisions that affect them. There are good channels of communication within the team, as well as with relatives and external professionals. Any changes to health and well-being are closely monitored and referred to health and social care professionals in a timely manner. Importance is placed on the provision of appropriate activities which ensure people are stimulated and occupied.

Care staff listen to and work alongside people to ensure the care and support is appropriate for the individual. This means that each person receives the right support when they need it. Personal profiles highlight what is important to people and personal plans clearly describe each person's support, giving a good idea of their goals and aspirations. Staff retention is very good, so care staff are familiar to people and understand their needs and everyday routines.

The environment where people live supports their well-being. The building is well maintained, homely and decorated to a high standard. Both communal and personal space caters for people with a range of complex conditions. The service has a sense of community with people having warm relationships with each other and with care staff.

## Care and Support

People are treated with dignity and respect by staff who know them well. Care staff are familiar with people's needs and understand their likes and dislikes. This is supported by personal profiles and detailed background information. Care staff were seen to engage well with people through conversation and participation in daily activities. We could see that stimulation and occupying people's time in a meaningful way was a priority. Care staff are able to reduce anxieties through sensitive techniques gained through knowing people well.

People have accurate and up to date plans for how the services provides their support. Detailed risk assessments are carried out. Personal plans are individualised and person centred. They clearly note people's needs and wishes, including information regarding people's preferred methods of communication. Daily records are kept. Personal plans and risk assessments are reviewed regularly so that they remain up to date.

Staff place importance on maintaining a balanced diet and good fluid intake for people they support. Where appropriate, care staff regularly offer people drinks and snacks of their choice throughout the day. Each person receives individual, thoughtful support from care staff with food and drink. We saw people are not rushed and enjoy meals as a social event. Care staff are aware of people's likes and dislikes and of any food intolerances and allergies, which are clearly noted in personal documentation.

As far as possible, the provider takes steps to safeguard people from neglect and abuse. Care records clearly state any risks to people's health and well-being. Care staff recognise their personal responsibilities in keeping people safe. They are aware of the safeguarding and whistle blowing procedures. Care staff said they would confidently consult their managers about any concerns they might have but would approach external agencies such as the local safeguarding team if needed.

Policies, procedures and application of hygienic practices that reduce the risk of infection are in place. Care staff demonstrate a clear understanding of infection control and the use of personal protective equipment (PPE). Care staff wear appropriate PPE and follow correct procedures. Care staff maintain appropriate standards of hygiene and cleaning schedules are in place with oversight from the manager.

## Environment

The home is informal, welcoming and relaxed. The accommodation is clean and comfortable throughout and benefits from good quality décor and furnishings. Corridors and doorways are sufficiently wide to allow safe passage by wheelchair. Bathrooms and other communal areas are clean and free from clutter. Individual bedrooms are spacious and bright. They are decorated to reflect the individual's preference and taste and contain belongings clearly chosen by and for the person who occupies the room. The kitchen is domestic in nature and is a natural focus for people to sit and socialise if they wish to. The home is clean throughout with no malodours.

Externally there is a good sized garden which provides a safe area of lawn, with shrubs and flowers and areas for people to sit outside if they wish to.

All areas of the home, both internally and externally, are maintained to a good standard and offer people an uplifting environment in which to live.

## Leadership and Management

There are arrangements in place to maintain oversight of the service and processes to monitor quality of the service. The RI conducts regular visits and is knowledgeable about people living in the home, staff and staffing arrangements, the environment, concerns, compliments, health and safety and compliance. Care staff told us the manager and the RI are very supportive, both on a personal and professional level, and easy to approach.

People are supported by a service that has sufficient numbers of staff who are suitably fit and have the knowledge, competency and skills to meet their needs. Care staff told us they are supported by the manager and RI and feel they are consulted about the running of the service. Records show that the required checks are carried out prior to care staff commencing employment, including obtaining appropriate references and Disclosure and Barring (DBS) checks. The training matrix shows that care staff have received training in mandatory areas in addition to specialist training in pertinent subjects. Training includes first aid, fire safety, food safety, safeguarding, infection control, dysphagia, equality and diversity, autism, dementia awareness and mental health awareness. Such varied training ensures that care staff are able to meet the needs of the people they support and care for.

The service has a statement of purpose, which clearly describes who the service is for and how it will be delivered.

### 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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