



Inspection Report on

Sundale

Pembroke

Date Inspection Completed

08/02/2024

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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	February 2023
Does this service promote Welsh language and culture?	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 small care home situated in a residential area on the outskirts of the town of Pembroke. People living at the home are provided with good person- centred care and support which is delivered by a small and consistent staff team. Personal plans are produced in conjunction with people and their representatives, thus ensuring people are at the forefront of the care and support they receive. The care planning process follows a strengths-based approach, so people get to maintain as much independence as possible. People are encouraged to participate in activities they enjoy.

The service provides good continuity of care as there is a low turnover of staff. Care workers have positive relationships with the people they support and are familiar with their needs, wishes and routines. Care workers are happy working at the service and feel supported and valued. The Responsible Individual (RI) has good oversight of service provision and regularly reviews the quality of care provided. The environment is clean, comfortable and maintained to a very good standard.

Well-being

People are supported to have control over their day-to-day lives and do the things that matter to them. Personal plans consider people's needs along with highlighting their strengths and the support they require to have positive experiences. Care and support is person centred with people being treated with dignity and respect. Staff turnover at the service is low. Care workers know people well and respect and promote choice. People are supported to do the things they want to do and have access to a range of activities in the home and wider community.

People are supported to remain healthy and happy. Good access to healthcare professionals is provided and medication is safely stored and administered. Detailed care and support plans and risk assessments consider people's health needs. Care workers receive specialist training specific to people's needs. The home has an infection control policy with measures in place to minimise the risk of cross contamination.

People are protected from abuse and neglect. A recruitment process is in place to ensure care workers are suitable to work with vulnerable people. There is a safeguarding policy and care workers receive relevant training. Care workers know the process for raising concerns. Risk assessments and management plans provide information on the best ways of keeping people safe. Ongoing quality assurance audits ensure systems remain effective and any hazards are identified and addressed.

People live in an environment which supports their well-being. The environment is well-maintained, homely and comfortable. An ongoing programme of maintenance and repair ensures the environment remains safe. People can personalise their bedrooms to their individual preferences and there are communal areas which can be accessed for socialising with others or relaxing.

Care and Support

People appear very happy living in Sundale and have very good relationships with care workers, the manager and the RI. We observed positive interactions between people and care staff throughout the time we spent at the home. It was clear from our observations that people and care workers share a mutual respect and enjoy each other's company. People told us that they like living at the service and the varied activities they are able to participate in.

Care staff support people to achieve their personal outcomes. People's aims are noted in their care plans and consist of things such as health goals and/or activities. People's outcomes are reviewed with any progress documented. Realistic goals are set at each review so progress can be monitored. We saw evidence that people are supported to do the things which are important to them and participate in a wide range of activities which are tailored to their needs. These activities include pursuits within the home and the wider community.

People's care and support plans contain a good level of information. This gives care workers a clear understanding of the needs of the people they support. Personal plans identify the person's strengths as well as the support which care workers must provide. This approach is proactive as it encourages people to do as much for themselves as they possibly can.

People have good access to healthcare professionals. Documented evidence shows people are supported to attend routine and specialist appointments. We also saw evidence that care workers seek advice and support from medical professionals if they have concerns about people's physical, mental or emotional well-being.

Environment

Sundale is located unobtrusively in a residential area on the outskirts of Pembroke and within close proximity to the town's amenities and local coastline. A safe, level, enclosed rear garden provides space for people to enjoy sitting, pursuing activities or watching the birds and wildlife. Peoples bedrooms are appropriately furnished and are personalised to their individual tastes, interests and needs. Communal areas are clean, warm, and welcoming with furnishings and décor of a good standard. The kitchen is homely and well maintained and can be accessed throughout the day and night. It forms a natural focus point for people and care staff within the home. There are no set menus and people are supported to make choices about what they eat. Meals are prepared by care staff and records show that they are varied, freshly prepared and use good quality ingredients.

The home is maintained to a good standard. An on-going programme of maintenance and repair ensures the environment, it's facilities and equipment are safe. We saw up-to-date certification in place for utilities and fire safety features. A cleaning schedule is followed to maintain cleanliness and hygiene within the home. Confidential information and medication is stored securely.

Leadership and Management

Care workers are supported in their roles and feel valued by the manager and by the Responsible Individual (RI) for the service. We looked at supervision and appraisal records and found care workers receive the required levels of formal support. This is important as it gives care workers the opportunity to discuss their workload or any concerns they may have. It also gives care workers the chance to reflect on their performance and explore development opportunities. Informal support is provided at all times by the manager and RI and care workers said they would not hesitate to approach them if needed. Care workers we spoke to told us that they enjoy their work and feel very well supported and valued by the manager and RI.

A recruitment process ensures care workers are suitable to work with vulnerable people. The service completes pre-employment checks before a new employee commences employment. These checks include employment history checks, Disclosure and Barring Service (DBS) checks and written references from previous employers. Following this care workers work through an induction programme and training and shadowing opportunities are provided.

Care workers receive training relevant to the needs of the people they support. The service provides care workers with a programme of training covering core and specialist areas. Core training concentrates on generic aspects of care and support such as medication management and safeguarding, whilst specialist training is tailored to the specific needs of individuals living at the service, such as epilepsy care. Care workers we spoke to told us the standard of training provided is good and the management encourage as much training as possible.

Effective governance arrangements help to monitor, review, and improve the quality of care and support provided. We looked at a selection of the services policies and procedures. Policies and procedures are kept under review and updated when necessary. The RI visits the service regularly and speaks to people and staff to gather their views on the services provided. A quality-of-care review report is produced.

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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