



Inspection Report on

Caerleon House Nursing Home

**Caerleon House Nursing Home
Goldcroft Common Caerleon
Newport
NP18 1BE**

Date Inspection Completed

07/06/2023

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About Caerleon House Nursing Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Caerleon House Care Ltd
Registered places	54
Language of the service	English
Previous Care Inspectorate Wales inspection	01 March 2022
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

Caerleon House Nursing Home provides care and support for up to 54 people. The home is undergoing a major refurbishment which is in the latter stages of completion. The environment is well maintained and benefits from homely décor throughout.

People are treated with dignity and respect; they are supported to live as independently as possible and to do the things they choose. People and their relatives are very happy with the service they receive and enjoy the positive relationships they have with care staff.

Personal plans are regularly updated and clearly inform care and nursing staff on how best to support each person. Record keeping is comprehensive and accurate.

The Responsible Individual (RI) visits the home regularly, supports the manager effectively and has a good oversight of the running of the home. Care staff enjoy working at the service, they are recruited safely, well trained and feel supported by the management team.

Well-being

People have control over their day-to-day lives as much as possible. The atmosphere of the service is relaxed and positive. The service is warm, clean, and welcoming.

People and visiting family members told us they are happy with the service. We saw people enjoying a range of activities in the home, including group quizzes and singing. People are relaxed and enjoy the company of each other and care staff. Visitors are encouraged and people enjoy going out into the local community. People are listened to and contribute to the running of the home, as well as their individual support.

People's bedrooms are spacious and personalised. People are able to bring their own furniture and belongings to make their rooms feel more familiar to them. Family members enjoy visiting, they told us they are made to feel welcome and a part of the home.

The menu is varied, and people's choices are catered for throughout the day. There are plans in place to support people's well-being which are clear and thorough. We saw evidence of people contributing to their plans and the decisions that affect them.

The service has a robust safeguarding policy, care staff are trained in safeguarding procedures and know what to do if they have any concerns. People told us they could go to the manager for help if needed. Risks to people are well managed, and they are supported to stay safe and healthy.

Care and Support

Overall, people receive the care and support they want and require as and when they need it. We saw care workers interacting positively with people throughout our inspection. However, we saw some people waiting for their meals for prolonged periods and one person being repeatedly asked the same question by different staff, which caused some frustration to the person. Personal plans are clearly written, they inform care staff of each person's background, their strengths, and preferences, as well as their care needs. The plans are kept under regular review to ensure any changes are captured promptly.

Qualified nurses are supported by nurse assistants, who receive additional training in medication management and other related tasks. Care staff maintain accurate records which evidence people are supported as detailed in their personal plans. Care staff record daily notes which are detailed, comprehensive and focus on people's well-being. Referrals are made to health and social care professionals as and when required. People are registered with a local general practitioner (GP). Records are kept in the daily notes of all appointments and outcomes for review. People are supported to maintain a healthy weight and diets are reviewed when required. Drinks are readily available for people throughout the day. People who require specialist diets or supervision at mealtimes have this information clearly evidenced for care staff to be aware of.

Systems are in place for the safe management of medication. Medication is stored securely and is well organised. Medication records are completed accurately, however the effectiveness of '*as required*' medication is not always clearly evidenced. The manager assured us they would address this.

Infection prevention and control procedures are good. Care workers wear appropriate personal protective equipment (PPE) in line with current guidance. There are good supplies of PPE and stations for care staff to remove and dispose of them safely throughout the home.

Environment

The home is going through a major refurbishment, which is now coming to an end. The large car park leads to the front of the property which has a large water feature and well-maintained gardens. The refurbished areas of the home have had new flooring, new bathrooms, and re-fitted bedrooms as well as a full redecoration. The home is well maintained, the décor is in good order and promotes a 'homely' feel.

People's bedrooms are personalised to their own choice and taste. People and relatives have been involved in choosing the décor for the refurbished areas of the home. Furniture throughout the home is designed to meet peoples needs and is in good condition. A lift is incorporated for people who require support with their mobility. The outdoor space is well maintained and inviting, the provider has purchased new garden benches and furniture, which were being assembled on the day of our inspection.

People benefit from a safe environment; the front door is kept locked; we were asked for proof of our identification before being allowed to enter. We noticed a side gate was not secure during our inspection, the RI arranged for a lock to be fitted on the same day. We viewed the maintenance file and saw that all serviceable equipment had been checked to ensure its safety. Regular checks of the fire alarms take place at the home and staff are trained in fire safety. People living in the home have a personal emergency evacuation plan to guide staff on how to support people to leave the premises safely, in the case of an emergency.

Leadership and Management

People benefit from effective leadership and management. The RI and manager are approachable and supportive. The home is currently recruiting for a clinical lead to support the manager with supervising nursing duties. Support is being provided by another home whilst this vacancy is being filled. There is effective communication and the care staff team work well together for the benefit of the people living at the home. Care staff enjoy working at the home and feel valued in their roles. One staff member told us *“I do enjoy my job; people are well looked after and the manager is always available if I have any questions.”* Another member of staff said, *“We are a good team, and things work really well here. We are well trained; I feel valued and confident doing my job.”*

The service’s statement of purpose accurately reflects the service provided. Throughout our visit, we saw there was a sufficient number of care workers on duty to support people. We viewed four weeks of staff rotas which evidence sufficient care staff are consistently deployed.

Care workers receive regular supervision with their line manager, this gives them an opportunity to make suggestions on the running of the home and to review their practice and discuss any training requirements they may have. Staff complete a range of training courses, including regular refresher courses in mandatory areas such as safeguarding people at risk of harm.

The provider makes necessary referrals to external agencies and notifies the regulator of required events in a timely manner. Care workers are safely recruited, the personnel files are well organised and contain the required information.

The RI has undertaken regular quality assurance checks by visiting the home to talk to individuals and care staff, and to review documents. The RI completes detailed and thorough audits of the quality of the support provided as well as the wider running of the home. The reports highlight where the home is performing well and identifies any areas for improvement, with a clear action plan and timescale.

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
36	Staff training- outdated and refresher training is needed	Achieved

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