



Inspection Report on

Caerleon House Nursing Home

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

Date Inspection Completed

28 February 2022

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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	16 March 2021
Does this service provide the Welsh Language active offer?	Working Towards. The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

Caerleon House Nursing Home is registered to provide a care service with nursing for up to 54 people. The Responsible Individual (RI) is Balwinder Brainch. The manager who oversees the day-to-day operations is registered with Social Care Wales, the workforce regulator.

People living at the service are happy with the care and support they receive. They are complimentary about the warmth and compassion of the care staff and the management team. We saw positive interactions between care staff and residents throughout our inspection visit. People told us they enjoy the food which is varied and nutritious.

The accuracy and consistency of record keeping has improved significantly since our last inspection. People's personal plans of care are accessible to all care staff and kept under regular review.

The home is undergoing a major refurbishment, some areas of the home are now complete to a high standard with the remaining areas planned to minimise disruption to people living at the service. The home is clean and has a relaxed atmosphere.

Care staff feel well supported but some improvements are required with the frequency of their supervisions and with keeping all training up to date.

Well-being

People have control over their day-to-day lives as much as possible. We saw people socialising with each other and care workers supporting people to engage in activities. People choose where to spend their time. We saw some people prefer to stay in their rooms whilst many spend time in the communal lounge and dining areas.

People enjoy having visits from their loved ones and some go out into the community to see family or do shopping. People we spoke to were complimentary about the home and care staff. One person told us *“I am well looked after, the staff are very kind and caring, they really are marvellous. The manager is very good too”*. Another person said, *“They look after me very well here. The staff are lovely and always help me when I need something.”*

Residents receive the support they need to maintain their health and wellbeing. The service completes a range of risk assessments and personal plans, which identify each person's care and support needs and how these can best be met. The manager has been updating these plans to make them more person centred, some more work is required with this but good progress has been made. The manager is also working on summarising peoples social histories for care staff to refer to. Individuals are supported to access medical and specialist services, as required. Care workers recognise when people need emotional support and provide this with kindness and compassion.

Residents have their own rooms, which are personalised to their individual tastes. People have some of their own furniture, family photos, cards and collectables in their rooms, which gives a homely feel to their surroundings. Residents enjoy the use of the hair salon, a local hairdresser visits every week to provide this service.

The service helps to protect people from abuse and neglect. Care staff complete training in relation to the safeguarding of adults at risk and understand their role in protecting people. The service has a safeguarding policy, which reflects the Wales Safeguarding Procedures and is kept under regular review. People are encouraged to share their views about the service they receive.

Care and Support

People receive the care and support they require, as and when they need it. We saw that care staff were attentive, courteous and supportive to people throughout our inspection visit. Requests for support, both with tasks and emotional support are responded to promptly and provided with warmth and compassion. Personal plans of care have been improved since our last inspection. The manager and Clinical lead are continuing to review these plans to improve the content and ensure they are person-centred. The care needs of each person are clearly documented and all staff access this information regularly to inform their daily routines. We saw some 'this is me' documents that lack detail in the social history of the person; the manager assured us this will be addressed. Improved social histories will give a clearer picture of the person, their life, interests and loved ones.

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 of all appointments and outcomes for review as required. Care staff records are accurate and overall comprehensive, although we did see some occasional gaps in recording charts. Detailed daily notes evidence that care staff are supporting people in line with their personal plans.

People are encouraged to engage in activities if they choose to do so. We saw people participating in a 'pub themed' afternoon with drinks, nibbles and music. Some residents danced in the lounge and others seated seemed to enjoy the lively atmosphere. People enjoy their meal experience, they are encouraged to be as independent as possible and supported when required. Residents told us that the food is excellent, there is good choice and the main meals are always hot.

Systems are in place for the safe management of medication within the service. People receive appropriate support with their medication, which helps to maintain their health. A new electronic medication system has been introduced to improve systems and audits. The records we checked were all completed accurately.

Infection prevention and control procedures are good. Care staff wear appropriate personal protective equipment (PPE) and wash their hands regularly. Temperatures of residents are taken daily and regular COVID-19 testing is carried out on staff. We were asked for evidence of a negative lateral flow test result before we entered the property and had our temperature taken before entering.

Environment

The service is undergoing a major refurbishment which was required when the current provider took over the running of the home. The areas of the property which have been completed have been done so to a high standard. We saw some of the bedrooms in this area which are bright and spacious, people told us they are very pleased with the standard of the rooms. Two previously unused bathrooms have been refurbished into spacious wet rooms. One of the lounges downstairs was being completed on the day we visited. Throughout the home people's bedrooms are personalised to their individual tastes, residents have some of their own furniture in their rooms as well as photos of loved ones and other belongings.

People have been consulted about the changes to the environment. A staged approach to the renovation has ensured that disruption to people living at the home has been well managed and minimised as far as possible. The RI told us of the plans to complete the renovation works in a timely manner. The areas of the home which are yet to be refurbished were kept clean and tidy but will benefit from the planned improvements.

People benefit from a secure environment, the front door is kept locked. 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 safely in the case of an emergency.

Increased cleaning is taking place due to the COVID-19 pandemic. We saw that the home is kept clean and tidy. The housekeeping team maintain the cleanliness of the home to a good standard.

Leadership and Management

The provider has effective governance arrangements in place to support the smooth running of the service. The model of care described in service's statement of purpose accurately reflects the actual support provided. The RI works from the home and knows the residents and staff team well. The RI completes detailed and thorough audits of the quality of the support provided as well as the wider running of the home. Some more detailed analysis of incidents, referrals and complaints is required, which the RI assured us he would address.

We saw that sufficient care staff are employed at the service to support people in a dignified and unrushed way. Occasional short-term absences during the COVID-19 pandemic have led to lower staff numbers than normal. This is a sector wide issue and the RI has made arrangements to ensure that safe staffing levels are always maintained. Residents told us that there are always enough staff available to support them when they need it. Staff personnel files are well organised and contain the required information to ensure that they are safe to work in this environment.

Overall, staff feel valued and supported in their roles, we saw care staff were confident in going about their duties and supporting people in a variety of ways. A new nurse assistant role has recently been introduced which is being supported by the manager, clinical lead and qualified nurses. Care staff receive supervision with their line manager. This one-to-one support provides opportunity for staff members to discuss any concerns or training needs they may have and for their line manager to provide feedback on their work performance. The frequency of these supervisions needs to increase to a minimum of once every three months. Staff receive training in all the necessary areas but not all refresher courses are completed as often as the provider requires. Some new training systems have been introduced. While no immediate action is required, these are areas for improvement and we expect the provider to take action. We will follow them up at our next inspection.

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
6	The service provider must ensure the service is provided with sufficient care, competence and skill.	Achieved
21	The service provider is not ensuring that care and support is provided in a way, which protects, promotes and maintains the safety and wellbeing of individuals.	Achieved

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
36	Staff training- outdated and refresher training is needed	Reviewed
15	Personal plans are not person centred. They do not reflect individuals likes and preferences.	Achieved
21	Care workers have their own files to deliver care to individuals. We noted the information is limited, information can conflict with the individuals personal plan and staff recordings are not consistent and or clear.	Achieved

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