



Inspection Report on

Bargoed Care Home

**Bargoed Care Home
Heol Fargoed
Bargoed
CF81 8PQ**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

24/01/2024

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About Bargoed Care Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Omnia Care Home Group Ltd
Registered places	45
Language of the service	Both
Previous Care Inspectorate Wales inspection	[24 February 2021]
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

People are happy and enjoy living in Bargoed Care Home. People's relatives are equally happy with the service. People are supported to be as healthy and well as they can be and to achieve good outcomes.

People are safeguarded from harm and live in accommodation which adheres to the required safety checks and maintenance. Contingency plans are robust and have recently been used to excellent effect.

People moving into Bargoed Care Home have a holistic moving in plan and care plans are in place before they arrive. Care plans are of a high standard and kept up to date. Reviews are regularly completed with the person or their representative and consider the care provided and the person's achievements. There are highly accomplished processes in place to ensure people receive their medication safely and as prescribed, which has been recognised by outside health professionals.

The environment is of a high standard and personalised to the needs and preferences of the people who live there.

The leadership and management of the service is exemplary. There is a clear commitment to promoting staff development and progression. The service is innovative in developing a multiskilled staff team and staff spoke positively about their roles and the service.

Well-being

People have control over their day to day lives and are supported make their own decisions. If this is not possible, decisions are made on a person's behalf in their best interests. There are the appropriate processes in place to make sure this is done safely, and staff have the necessary training. People are also supported to be involved in decisions about the service in general, with the current renovations being an example of this. Resident and relative meetings are held regularly, and people can be supported to attend if they wish.

People are supported to stay as healthy and well as possible. People have access to a range of activities to promote this, which includes group and individual pastimes. We saw people enjoying a film together and playing bingo, and a person proudly showed us what they had made in a recent craft session. We also saw people pursuing their own interests either in their own rooms or the shared areas. People told us about recent Christmas activities and told us *"there was so much going on here, there was something happening every day"*. A visit from a local school choir was mentioned fondly, as was a visit from a 'friendly' donkey. We were shown photographs of a trip some people went on earlier in the year where they enjoyed time outdoors and an ice cream.

People are supported to maintain relationships which are important to them and to develop new ones, such as with those also living at the service. Staff feel overall there is enough time to build relationships with people, without needing to rush. Relatives spoke of the excellent communication from the service and greatly valued being kept informed of their relatives' wellbeing. A relative told us *"they can't do enough for my Mam, she wants for nothing here, what ever she need, she has"*. Another person told us about the *"massive improvements"* they had seen in her loved one since they moved to the service, and described the service as being *"meticulous in everything they do - I cant ever thank them enough"*.

People can access the service in the Welsh language if they wish, with two full time fluent Welsh speakers working at the service. The Welsh culture is promoted, and Welsh events and occasions are celebrated.

People are safeguarded from potential harm or abuse. Care workers have received safeguarding training and report they would be confident to discuss any concerns with the manager or RI and these would be acted upon. There is a safeguarding policy at the service for additional guidance, should it be needed.

Care and Support

The service provides both nursing and residential care. People receive the care they need, when they need it, which leads to them achieving positive outcomes. The staff at the service know people well and, if needed, anticipate and identify people's needs on their behalf.

There is a 'whole team' approach to supporting a person to move into the service. Before moving into Bargoed Care Home, the manager meets the person to complete a preadmission assessment and care plans are in place before a person moves in. The service makes every effort to ensure a person's move into the service is pleasant and positive.

People's health and wellbeing are monitored to ensure any change is identified quickly. Care plans are 'live' documents which are kept up to date and reviewed regularly. Care staff work with people, or their relatives, to review the last three months and consider the person's wellbeing and if they are happy with the care they receive. This is also an opportunity for people to discuss and reflect on any changes and achievements since the last review.

A visiting professional was very positive about the service, mentioning a good working relationship, provision of accurate information and timely communication. We also saw evidence of people being referred to health and social services when needed to maintain their wellbeing and to stay as healthy as possible.

The service is proactive in seeking out opportunities to learn and develop for the benefit of people living there. Some staff have accessed resources and further training to become 'champions' within an area of care provision. An excellent example of this is 'oral care', and also 'moving and handling'. We also saw evidence of practices within the home being shared with others in the care sector as examples of good practice.

People are supported to have their medication safely and as prescribed. The processes in place are excellent and the clinical lead at the service has exceptional oversight of all medication processes within the service.

People told us they enjoy living at the service. We were told *"everyone here is marvellous, they have been so supportive to me, I wouldn't want to be anywhere else"*. A relative told us *"Whenever I visit, Mam is always clean, her bedding has always been changed and is clean, we can't complain, they go above and beyond to look after her"*.

Environment

Bargoed Care Home is clean, free from clutter and welcoming. The entrance to the home is appropriately secure, and clearly displays the Welsh language champions working at the home. These staff members are fluent in Welsh and can support people in Welsh as needed. There is also a mural within the home depicting the Welsh mining history and culture, which many people at the home identify with.

People live in a home which fully supports their wellbeing and enables them to be as independent as they can be. Appropriate specialist equipment is available and are tested and well maintained.

The Responsible Individual (RI) has worked with people and staff to decide the next redecoration project. This has developed into a competition with people being involved in the redesign of the lounge on their floor or, where this is not possible, their interests, needs and preferences are being considered.

There is a full-time maintenance person employed at the service who takes part in the daily meetings and completes repairs as needed. There is also a schedule of maintenance in place to keep the high standard of the home and to manage the daily 'wear and tear' as it occurs. This has recently included updates to flooring, furnishings, and some windows.

The utilities and facilities within the home are maintained and serviced to ensure these are safe to use and fit for purpose. Fire safety facilities within the home are regularly tested and all staff have fire safety training. People each have a Personal Emergency Evacuation Plan.

The service recently experienced a power outage for an extended period. The manager implemented the emergency contingency plan with precision and a range of internal and external resources were sourced without delay. As a result, the quality of care and support delivered, as well as people's safety and well-being, remained unaffected. Outside professionals have complimented the home on the management of the situation.

People have their own bedrooms which are personalised to their preferences and interests. Memory boxes, individual to the person, are made and displayed near their bedroom door. There are some shared bedrooms within the home which can accommodate two people together. There are also a number of bathing facilities on each floor for people to use. There are clear door signs in the home to help people find their way, and these are at a height appropriate for people using wheelchairs.

Leadership and Management

The service benefits from an excellent leadership and management team, with strong governance processes in place to ensure the service runs well. The clinical governance arrangements in place are impeccable and ensure people are as well as they can be. These arrangements help people to achieve and maintain the outcomes in their care and support plans.

The RI is highly dedicated to providing people with a high quality of care and support and prioritises investment within the service for the benefit of people who live there. This ethos is reflected in the Statement of Purpose of the service, which is kept up to date and accurately reflects the service provided.

The RI visits the service frequently and completes a quality of care report every six months. These are completed to a good standard and considers what the service is doing well and what can be done to further improve. The RI talks to people and staff when making this decision as well as reviewing the detailed records kept by the management and leadership team.

People can be assured there are appropriate numbers of suitably trained staff working at the service. All staff have the correct pre-employment checks before starting work, to ensure they are suitable for the role. Once employed, staff complete an in-depth induction which includes training and working with a 'buddy' until they are fully competent and confident in their role.

The RI is passionate about developing staff to "*promote from within*" and has been innovative in creating a multiskilled staff team. Many of the care and nursing staff at the service have worked there for many years, which provides good consistency to people. Care and nursing staff speak very positively of their jobs and are happy in their roles. One member of the care team told us the biggest strength of the service is "*everyone pulling together as a team and having the training to be able to help in different areas of the home*".

All staff within the home have regular supervision meetings with their line manager. Clinical staff receive supervision with a suitable clinician within the service. In addition, there are regular staff meetings, and the manager has an 'open door policy' which means staff can speak to them at any time.

The service celebrates the achievements of staff and there is a monthly 'staff member of the month' as voted by people and staff at the service.

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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Date Published 15/03/2024