

# Inspection Report on

**Coalbrook Care** 

Llanelli

## **Date Inspection Completed**

17/01/2023



### **About Coalbrook Care**

Type of care provided	Care Home Service
	Adults Without Nursing
Registered Provider	Reflect Education Ltd
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	First inspection under RISCA
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

#### **Summary**

People's care and support plans are detailed and provide a good sense of the individual and their complex needs. Care staff have a good understanding of people's needs and how to support them. People's individual health and wellbeing are important to those providing the care and support. Communication with external health and social care professionals continues to play an important role to ensure people remain safe and their personal outcomes achieved.

People and their families are happy with the care and support they receive. People have meaningful relationships with key workers who promote their independence and wellbeing.

People's representatives are involved in reviews and are kept up to date with any changes to care and support needs.

There are opportunities for people to do things that matter to them within the home and the community. Autonomy and choice are encouraged and supported whilst risks are assessed and managed.

Care staff are trained and in sufficient numbers to undertake their role. Management and the Responsible Individual (RI) are supportive and approachable.

There are robust audit and maintenance systems in place to ensure risks to people's health and safety are identified and addressed in a timely manner.

## Well-being

People are treated with dignity and respect. Care workers speak warmly about the people living in the service and have a good understanding of the person, their needs and how to meet these. Care workers interact with and support people in a caring and thoughtful manner. Care records and risk assessments are detailed and give a good sense of the individuals. External professionals are actively involved in the individuals care and support.

Recruitment measures ensure staff working at the home have the right skills and approach to care. Policies and procedures are in place to support good practice, and these are reviewed regularly. There is good oversight of the service by the manager, and the Responsible Individual (RI).

People do things that make them happy. People have access to a range of activities both external and within the service. People were seen participating in and enjoying activities during the inspection. One person wanted to show us the pictures they were colouring. When asked if they enjoyed it, they nodded and smiled.

#### **Care and Support**

People receive care and support from staff who have a good understanding of their individual needs and how best to support them. Care records are clear and provide a good picture of the individual. The care plans and risk assessments are reviewed regularly. Staff are mindful of escalations and changes in people's behaviours and there are clear plans for them to follow to support the individual during these times. Health and social care professionals are actively involved with people where necessary, and this is well documented in their care records. Communication between all parties is important to ensure people remain safe and their personal outcomes are achieved.

Whilst some people living in the service are unable to fully express their opinions to us, people were seen smiling, laughing, engaging with care workers and us in their preferred method of communication. Some people told us how much they like living in the service, the support from staff, their daily lives, and activities they enjoy. Activities are person centred and are coordinated and reviewed with the individuals, family members and community teams where necessary. Staff speak warmly about caring for people and working in the service.

Relatives speak very highly of the home and the staff team, there is very high praise for the support and work that they do, not just for the people living there but for the families also. We were told "This is the best place ever; I cannot find a word that is good enough to express how good they all are here. I don't have to worry about X as I know they are ok here" and "No matter what we can call up to see how X is, or come and see them, the manager and staff always tell us we don't need to book an appointment just come anytime. They let us know what days they are out, so we don't waste a journey" "They are absolutely brilliant, fantastic, amazing all these words. They support X but also are there for me this place is a family".

During our inspection we observed staff speaking with individuals in Welsh. The Active Welsh Offer has been discussed with the managers and RI.

Sufficient staffing levels are in place to meet the care needs of people living at the service. Care staff told us they have enough time to support people appropriately. Staff respond to requests from people in a timely manner and interactions are friendly, respectful, and unrushed.

Staff follow the current Public Health Wales (PHW) Guidance. Policies and procedures are in place to support good practice. Care staff are clear on these and their responsibilities around protecting people from infection and harm.

#### **Environment**

The service provides an environment which supports people to achieve their personal outcomes. The layout of the environment enables people to use the facilities available to them safely. Individual bedrooms are decorated as people choose with their personal belongings, ornaments, and pictures. People are fully involved with the decoration of the home

The environment is clean, tidy, and homely, with all the facilities that meet individual's needs. Currently the ground floor is used by the people living in the home, and an office is on the 1<sup>st</sup> floor. The provider is currently going through registration to increase the number of rooms in the service utilising the 1<sup>st</sup> floor.

Garden spaces are very well maintained and welcoming and offer the opportunity for people to use them for their own enjoyment and safety. The home has a pool on site that is well maintained, and regular checks are carried out to ensure it is safe to use, there are policies and risk assessments in place for the pool and its use. These are regularly reviewed and updated as needed.

Arrangements are in place to minimise risk to people's health and safety. All visitors are required to sign in and out of the service. Testing and servicing of fire-fighting equipment are completed within the required timescales.

Substances hazardous to health are stored safely and communal areas are uncluttered and free from hazards. There are infection, prevention, and control measures in place at the home that all staff and visitors follow.

People living and working in the service are supported by a knowledgeable, committed, and effective leadership and management team. The RI has a good oversight of the service, their quarterly reports focus on the safety and wellbeing of people. We saw reports that show the RI seeks the views of people and staff and that action is taken as a result. Staff confirmed this with us. Monitoring and audits are undertaken by the management and actions required from these audits are acted upon and reviewed regularly.

The provider ensures there are enough knowledgeable and skilled care workers to provide the right support for people. Pre-employment checks take place before new employees start work - these include reference checks, photo identification and Disclosure and Barring Service (DBS) checks. The staff induction programme links to individual learning outcomes and the 'All Wales Induction Framework for Health and Social Care.' All staff are registered with Social Care Wales.

Staff records show they receive a comprehensive induction, regular supervision and an annual appraisal. Staff spoke positively about their induction and training and feel it equips them to support the people living in the service. Staff attend a range of mandatory and specific training and the service's training matrix confirms this. Care staff demonstrate a good understanding of their role in supporting the people in the service and protecting them from harm.

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	

N/A	No non-compliance of this type was identified at this	N/A
	inspection	

### **Date Published** 08/02/2023