



Inspection Report on

Era Community Care Ltd

**Brynderwen Farm
Pontamman Road
Ammanford
SA18 2JD**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

04/04/2022

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About Era Community Care Ltd

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Catre Ltd
Registered places	6
Language of the service	Both
Previous Care Inspectorate Wales inspection	Manual Insert
Does this service provide the Welsh Language active offer?	No. This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service.

Summary

Care workers know people well, interact in a kind and caring manner and provide appropriate support. People do things that are important to them. Each person is encouraged to have a voice: each person may attend meetings to discuss any issues that affect them. Care records clearly describe how care workers are to meet people's individual needs. The home keeps each person safe by the use of robust infection control measures.

The management team continually strives to develop people's care and support wherever possible. The Responsible Individual (RI) regularly visits to talk to people who live in the home, their relatives, other healthcare professionals and care workers to obtain feedback about the service. Minor improvements are required in peoples' care documentation, but care workers say they feel supported by the manager and receive regular individual supervision to discuss their work. There is a range of staff training available to help care workers support people safely and effectively.

Well-being

People have control over their day-to-day lives: one person said they are fully involved in decisions about their support, and we saw care workers spending time with people to ensure they understood the support they receive. In addition, independent advocacy services are available for anyone to use if needed. Personal plans are detailed and contain personal preferences and family backgrounds to identify what is important to people. However, there are no signatures to evidence people's involvement in writing and reviewing their care plans. While no immediate action is required, this is an area for improvement and we expect the provider to take action.

People are relaxed, comfortable and know what opportunities are available to them. Care workers encourage and support people to make choices and decisions about how they spend their time. People do things that matter to them. Each person is encouraged to personalise their surroundings in whatever way they wish.

People feel safe, relaxed and comfortable in the home. They know how to make a complaint if they need to and are confident the manager would listen to them if they did. We saw care workers having good rapport with people. Care workers interact and support people in positive ways, with good-humoured conversations. Senior staff members protect people's privacy and personal information at all times. Care workers receive regular support, guidance and training: they have been through a good recruitment process and senior staff members regularly monitor them to ensure they are meeting people's needs. They can access policies and procedures to enable them to protect vulnerable people. A relaxed atmosphere in the home helps people and their relatives feel at ease. The building is easy to navigate for people to visit friends and receive visitors where they wish. Many routine activities stopped during this year's pandemic, but the staff team remain motivated and focused on what is important to people.

Overall, people have accurate and up-to-date plans for how the service provides their support. The provider considers a range of information to ensure they can meet each person's needs. A detailed recording system provides a clear record of people's support arrangements, together with what is important for each person. There is a clear system to record people's fluctuating mental health and daily living skills. Risk assessments and personal plans describe health interventions. Senior staff regularly review all documents to ensure they always remain up to date. The staff team regularly review care records, especially if support needs change.

The provider has detailed policies and procedures to manage the risk of infection. There are good hygiene practices throughout the home and care workers are able to refer to infection management policies when necessary. Measures are in place to ensure people keep safe from Covid-19 infections as far as possible: this includes the monitoring of all visitors and the appropriate use of personal protective equipment (PPE) by all care workers. The service stores cleaning products securely in locked cupboards and there are guidance notes for handling the products.

As far as possible, the provider takes appropriate steps to safeguard people from neglect and abuse. Care records clearly state any risks to people's health and well-being, and detailed risk management plans help to keep people safe and as independent as possible. Care workers recognise their personal responsibilities in keeping people safe. They are aware of the whistleblowing procedure and are confident to use it if the need arises. They would approach any of the senior staff team but would also contact external agencies such as the local safeguarding office if they thought they needed to.

Environment

Overall, people receive support in a suitable environment. The property is homely, warm and clean. People say they feel comfortable and happy living there. Each person's private

room is secure, spacious and personalised to reflect the occupant's taste and interests, with items such as ornaments, soft furnishings, photos and items of furniture. People may choose between various communal areas as well as extensive gardens surrounding the property. However, the front garden is cluttered with wood and building debris. We spoke to one of the directors, who reassured us the gardens would be usable again in the near future. While no immediate action is required, this is an area for improvement and we expect the provider to take action.

People are safe from unauthorised visitors entering the building, as all visitors have to ring the front doorbell before gaining entry and record their visits in the visitor's book when entering and leaving. People's personal information, together with employee personnel records, are stored safely, so are only available to authorised members of the staff team.

Clear infection control procedures are in place. Fire exits are free of obstructions and maintenance records evidence weekly fire alarm tests. All COSHH (Control of Substances Hazardous to Health) materials are stored correctly, in line with the COSHH Regulations 2002.

Leadership and Management

Overall, the provider has a clear vision of the support it provides, and a positive regard to each person receiving support. There is good management oversight of the service. The RI is in regular contact to talk with people using the service and the staff team. Regular audits

monitor all aspects of people's care, including medication, infection control measures and record keeping. Any issues are resolved in a timely manner. People say they know how to make a complaint if they need to, and are confident the provider would listen to them if they did.

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.'

Care workers undertake specific training relevant to the people they support, and staff meetings give care workers the opportunity to discuss their work and to keep up to date with developments in the service. Care workers have a good understanding of their roles and responsibilities. Three-monthly employee supervision records show all care workers can discuss any issues they wish to raise, in a formal setting and have the conversations recorded. The RI identifies all actions needed to improve people's well-being into a six-monthly quality of care report.

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
16	There are no signatures to evidence people's involvement in writing and reviewing their care plans. The spaces on each care plan are left blank and there are no other ways to evidence this is	New

	happening.	
44	The front garden is cluttered with wood and building debris.	New

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