



Inspection Report on

Bradshaw Manor Care Home

**Bradshaw Manor Care Home
2 Chester Street
Rhyl
LL18 3ER**

Date Inspection Completed

29 April 2022

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About Bradshaw Manor Care Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Lovett Care Limited
Registered places	66
Language of the service	English
Previous Care Inspectorate Wales inspection	Post Registration Inspection
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 or intend to use their service

Summary

The service provided at this home meets the needs of people living here. Staff training, policies and procedures, regular safety checks, risk assessments and comprehensive personal plans all enhance the safety and well-being of people in the home. The constant presence of management in the home together with effective checking and auditing systems helps ensure an effective oversight of the service. The quality of care review does not currently include the views of residents, relatives, staff and we expect the provider to address this issue. People are happy living in the service and praise the staff for their attitude to the work they do and for their caring, cheerful nature.

People choose when they want to get up, what activities they want to engage in and what they want to eat. Activities enjoyed through the year have provided fun and an opportunity to enjoy attractions in the community. Residents have meetings and the resident ambassador passes on people's wishes and views. People are actively involved in choosing the activities they want to engage in, they are listened to and preferences and aspirations accommodated where possible. The environment is equipped to help promote physical and emotional well-being and provides space that is clean, warm, light and spacious.

Well-being

People have choice about most aspects of their care in the home. They choose when they want to get up and go to bed, what they want to eat and what activities they wish to engage in. Meals are balanced and adequately portioned, prepared by an external specialist company and people can choose from various options. People's rooms are personalised with their own photographs and things that are important to them. Residents meet and also share their views with the resident ambassador who passes this on to management. People's wishes are acted on; upon request, a shop and a pub have been created in the home to add interest and promote socialising. A Jubilee party is being arranged and trips in the home's minibus are planned. People have visited local nurseries and other attractions. We spoke with people receiving care who *said 'carers are lovely', (they) 'listen to you if you're sad, make you laugh if you're sad', 'it's a lovely, lovely place'*. People are happy with the care staff who support them and enjoy living at the service.

People's physical, mental health and emotional well-being is monitored and health care sought when needed. People's personal plans are comprehensive and are reviewed monthly to keep them up to date. People are referred to other health professionals when required and there are qualified nurses on site at all times. Special equipment is provided if required to keep people safe and well and promote independence.

Staff are trained in the subject of safeguarding and this, together with the services policies, protects people from abuse and neglect. Meetings between staff and management encourage discussion about any concerns they may have, and the daily presence of management means there are ample opportunities to discuss practice. The service takes complaints seriously, recording these, the investigations and the outcomes and actions.

The accommodation is warm, clean, bright, and spacious. There is ample communal areas where people can spend quiet time or engage with others. People can enjoy the secure garden where raised beds allow them to participate in gardening if they wish. The conservatory provides a bright and airy space to enjoy company and socialise and people can meet in the home 'Bradshaw Arms pub' and shop. The home is equipped and suited to meet the needs of the people living there. People are happy with their surroundings.

Care and Support

People are provided with the quality of care and support they need and prefer. We saw personal plans are up to date and comprehensive. They take into account people's strengths and skills and consider communication preferences and risks. We saw risk assessments and personal plans are reviewed on a monthly basis or more often as required when people's needs change. People have choice about their daily routine; we saw people choosing to stay in bed; we saw activities are offered and include trips out in the minibus for example, to garden centres and pantomimes. There is a resident ambassador to whom people can express their views. There are regular residents meetings and people told us they enjoy these but, at present, the activities coordinator has stepped down and another is being recruited. The service does not provide an active offer of the Welsh language. There was very little reference to the Welsh language around the home and documents are readily available in English only.

A menu shows the various options available for each meal. The service does not provide food freshly cooked on the premises but uses a specialist meal delivery service. People said these meals are fine but some said they preferred the previous arrangements. We saw there was little waste after lunch. Meals for those on a specialist pureed diet are prepared to look similar to the meal on offer; the fish puree was shaped like fish, the pea puree presented as mushy peas. We saw the mealtime experience is unrushed, relaxed and people mostly enjoy their food. Support is provided in a calm unrushed manner with staff cheerfully engaging with people they assist. People were asked what they missed most during the coronavirus pandemic and as a result, two rooms have been converted; one is a shop to which people can go for their magazines, greetings cards, toiletries and sweets, the items are free of charge and have been donated by local businesses. The second room is now The Bradshaw Arms which creates a pub atmosphere with a safe dartboard, optics, a bar and stool. People can play cards and dominoes here and watch sport of the television.

People have access to health and other services with support from the service. Records evidence referrals are made to health care professionals such as dentist, optician, dieticians and GP's. Records show there are at least two nurses on duty at all times. Some care staff have received additional training so they can carry out basic nursing tasks. People who are at risk of pressure damage have pressure relieving mattresses to protect their skin and all have profiling beds to help ensure comfort and facilitate repositioning.

The service promotes hygienic practices and manages risk of infection well. Instructions to staff and visitors are visibly posted, staff wear face masks and hand sanitising liquids are situated around the home for everyone's use. Visiting is facilitated in a safe way.

Environment

The service provider ensures people's care and support is provided in an environment with facilities and equipment to promote their personal outcomes. We saw people have aids to enhance their mobility, grab rails aid confidence when walking around the home and rooms are spacious to enable safe freedom of movement. All people have beds that aid repositioning, accessible showers and toilets, and bed rails are in place following risk assessments. Spacious communal areas include a large conservatory allowing access to a safe enclosed area of the garden. The dining room has recently been redecorated and a bedroom was being decorated on the day of our visit. We saw books around the home that people can pick up. People's rooms have their own photos and personal items displayed to make their environment more homely. Photos on doors help people identify their rooms and the toilets.

We found the home spacious, bright and clean. A safe green house has been erected to encourage people to partake in gardening and raised beds make this easier to do. Chickens and a pet rabbit provide additional interest in the garden. Garden furniture provides seating and some shelter from the sun. We saw investment in the building, the decoration and the furnishings and the environment is pleasant and welcoming. The building is secure, visitors are required to sign in and out and there are keypad door locks in areas where people are particularly vulnerable. We saw the need for such restrictions has been properly and independently assessed.

The service provider identifies and mitigates risks to health and safety. We saw all safety checks are routinely carried out and logged. Records evidence arrangements are in place to ensure the safe use of gas, electricity, water and heating and electrical appliances are checked regularly and maintained. Fire safety is ensured through testing of fire equipment and lighting and training of staff and there is a personal emergency evacuation plan for everyone living in the service. A water hygiene log, electrical checks record and maintenance schedule help to ensure everything is as safe as it can be.

Leadership and Management

The service provider has good governance arrangements in place to ensure the service is well run. We saw the service is proactive in seeking ways to improve and ensure continued good practice. The Responsible Individual (RI) visits the service every three months and produces a report of their findings. The area manager and other members of the organisation's leadership team also visit on a monthly basis to monitor the quality of the service and report on outcomes and actions. Views of people using the service, their families and visiting professionals are an important feature of any quality of care review and at present this is not adequately considered. While no immediate action is required, this is an area for improvement and we expect the provider to take action.

The newly appointed manager feels well supported by a professional and knowledgeable team of seniors and care staff. The manager praised the organisation for its induction processes and the level of support they have been given while settling into their new role. Policies and procedures are in place to ensure safe practices and safe premises; the care planning systems ensure staff are kept up to date with people's needs and preferences; most staff are trained in the areas relevant to their roles and records show they are being supported to further develop their learning. There are meetings between management and staff and the daily presence of leaders help ensure staff can speak with management quickly if necessary. Records show annual appraisals capture staff's skills and aspirations and checks on their well-being and their practice.

People are supported by a service that provides appropriate numbers of staff who are suitably fit and have the knowledge, competency, skills and qualifications to provide the levels of care and support required. Staff rotas we viewed and our observations on the day of our visit evidenced sufficient staff to meet the needs of people in the service. A dependency tool is used to assess staffing required and at least two qualified nurses are on duty each day. We saw safe recruitment processes are in place and there are frequent staff and management meetings to share information and seek views. The service takes complaints seriously, recording these, the investigations and the outcomes and actions. We saw records of issues being investigated by the service, actions taken, and recommendations made.

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
76	Following a feedback meeting held on 3 May 2022, the RI forwarded a copy of the quality of care report. This does not fully consider the views of residents, relatives, commissioners and staff. The RI also sent a draft survey for residents and relatives and, in a	New

	<p>telephone call on 4 May 2022, confirmed surveys for commissioners and staff are still being drawn up. The arrangements in place for effective oversight of the service are not comprehensive. In the absence of adequate arrangements for soliciting views about the service, people have insufficient opportunity to effect change in the home.</p>	
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8 June 2022