



## Inspection Report on

**Rhiwlas Care Home**

**Rhiwlas Care Home  
Northop Road  
Flint  
CH6 5LH**

**Date Inspection Completed**

**9 June 2022**

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## About Rhiwlas Care Home

Type of care provided	Care Home Service
Registered Provider	Lovett Care Limited
Registered places	66
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">Manual Insert</a> This was the first post registration inspection under The Regulation and Inspection of Social Care Act (Wales) 2016.
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

People living in Rhiwlas Care Home benefit from care staff who know them well and can offer reassurance appropriately. We saw there are good relations between residents and staff and people are treated with dignity and respect. People's personal plans are written according to their individual needs and include their preferences and personal history. People are supported to keep in touch with people who matter to them and visiting to the home has resumed with appropriate Covid-19 measures in place.

There is an ongoing maintenance plan in the home to keep the décor fresh and homely. People can personalise their rooms and we saw rooms are tidy and clean with some homely touches. There are communal spaces in the home for people to socialise or sit quietly if they wish.

The manager works in the home on a regular basis and is accessible to care staff and residents. Care support workers receive regular training and support to help them in their role. The Responsible Individual (RI) visits the home and provides timely quality assurance reports. The home has recruited new staff to ensure enough staff to meet people's needs, this is an ongoing process.

## Well-being

People have personal plans which are written according to their individual needs. Personal plans give care support workers instructions regarding each person's care needs. We observed staff supporting people in a friendly way and ensuring people's dignity is maintained. Care staff give people appropriate choices regarding spending their day, what they want to do and what to eat and drink. We saw many people having their lunch in the dining room, chatting together and with staff. People are given daily choices and have a voice in their care. People can access an advocate via Social Services if they require one. People spoken with are happy with their care in the home and said staff were kind.

People are observed for any changes to their health, they are referred to health care professionals in a timely way if there is a need. People are offered regular activities. The service now has a minibus which people are excited about and are looking forward to days out. Families are encouraged to join with various activities as able. Families spoken with said they were happy with their relative's care and there is good communication between the home and families

People are protected from abuse and neglect. Care staff receive training regarding safeguarding vulnerable adults. Care support workers spoken with said they are aware of the safeguarding process should they have any safeguarding concerns. The manager audits falls and other health care indicators to guard against neglect of people in the home. The home informs Care Inspectorate Wales (CIW) and local authorities if any incidents occur during people's care.

People live in an environment which is well maintained and homely, this is an ongoing process. The home is decorated in a fresh and homely way. People can personalise their rooms to feel at home. We observed not all people have bed-side lamps should they want to get up or read at night, the regional manager assured us this will be addressed. We saw Covid-19 checks are carried out on visitors to the home to ensure the residents' wellbeing. We observed staff wearing Personal Protective Equipment (PPE), appropriately. There are plenty of PPE stocks and antibacterial gels for use. The service has Covid-19 policies and procedures to keep residents and care staff safe.

## Care and Support

People have personal care plans which reflect their needs and preferences. Personal plans are on a computerised system which alerts care staff when updates are due to people's plans and risk assessments. This ensures plans and risk assessments are reviewed as required by legislation. Care support workers can input when and what type of care has been given to people via the system. This also includes details such as people's diet and fluid intake. We noted not all care entries were inputted on the system in a timely manner, the manager assured us this had been identified and addressed. We will test this in the next inspection.

People's health is observed, and timely referrals are made to health care professionals as needed. Instructions from health professionals are carefully documented in personal plans so that care staff can follow any new instructions regarding a person's care. The manager can audit the system and identify any concerning trends for people to ensure they receive appropriate care.

The service has their own kitchen staff who produce a rolling menu for people with daily choices regarding meals. People can access snacks and drinks as they want them. Special diets can be catered for in the home. Some people spoken with said the food was not always to their taste. The regional manager said a survey was to be conducted regarding people's views about the food, changes will then be made, if necessary, alongside the resident's preferences.

Housekeeping staff keep the home clean and tidy; corridors and fire escapes are free from obstructions. There are Covid-19 policies and protocols in place to keep people as safe as possible. People can access Covid-19 vaccines if they choose to have them.

Medication administration practices are good in the home. Care workers receive training and competency testing regarding medications administration. We saw storage of medicines is compliant to legislation as is ordering and destruction practices. The regional manager told us they have good support from the local pharmacy and can obtain prescriptions in a timely way. They said the GP is supportive and people receive regular medicine reviews.

## Environment

The service provides people with care and support in a clean and well-maintained environment. People's bedrooms and the communal areas are homely and well-furnished. There is an ongoing maintenance plan in place to decorate throughout the home. The service employs a maintenance team to complete any identified improvements required on the grounds and within the home. We saw that the decoration of people's bedrooms was in progress.

All visitors are required to sign in and out of the home for fire safety purpose and undertake the relevant Covid-19 checks on arrival.

The windows at the service do not have external restrictors as per the Health and Safety Executive's guidance, this will need to be addressed by the provider and we will follow this up at the next inspection.

Call bells enable people to request assistance from care workers, some of the cords attached were very long and could be a risk to people. The service has assured us that the appropriate risk assessments will take place to ensure they are safe. We will test this at the next inspection.

Health and safety checks of the premises and equipment are being completed, we saw all safety checks are recorded and completed in a timely manner Arrangements are in place to ensure the safe use of electricity, water, and heating. Electrical appliances are checked regularly and maintained. The medication room and control of substances harmful to health (COSHH) are locked. Personal evacuation plans are clear and accessible.

There is a good system for managing people's laundry. The laundry room requires splashback tiles to be put in place for easy cleaning and a dedicated sink for hand washing. The provider assured us that these will be addressed. We will test this in the next inspection.

People benefit from good hygiene and infection control practices at the service. The service has appropriate policies and procedures in place. All staff wear personal protective equipment (PPE) and follow good infection control practices in line with Public Health Wales. The service has been awarded a 5-star (very good) food hygiene rating.

## **Leadership and Management**

The manager of the home is available for residents, family, and care staff. Care staff spoken with said they feel well supported by the manager. They told us they received

sufficient training and supervision to undertake their role safely. The service has a managerial structure which enables cover if the manager is absent. The RI visits the home regularly and provides timely quality assurance reports. There is a process for reviewing policies and procedures to ensure safe practice. There are regular resident and staff meetings to ensure people have a voice. We saw people's suggestions are acted upon such as buying a minibus for days out. People's families are asked about their opinion regarding the service offered and their comments acted upon as appropriate.

Care staff spoken with said they were happy and well supported in their work. We saw training and supervision are up to date for care staff. The regional manager told us they have recruited new staff to ensure adequate numbers of staff to care for people safely, this is an ongoing process. We saw recruitment and employment practices are satisfactory. Up to date checks are in place to ensure staff are appropriate to care for vulnerable adults.

The provider has not declared any financial difficulties to CIW. We saw investment has been made in the environment and this is an ongoing process. We saw fresh stocks of food in the kitchen. New staff have been recruited to ensure adequate numbers of trained, experienced care workers to meet people's needs.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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 inspection	N/A



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