



## Inspection Report on

**The Grove**

**The Grove Care Home  
17 Ynyscedwyn Road  
Swansea  
SA9 1BE**

## **Date Inspection Completed**

02/11/2023

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## About The Grove

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Shaw healthcare (Cambria) Limited
Registered places	30
Language of the service	English
Previous Care Inspectorate Wales inspection	9/11/2022
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 with the care they receive and speak highly of the staff who provide it. People receive support from care workers who are kind and committed and who are familiar to them. They are treated with dignity and respect and have personal plans, which are up to date and reflect their needs well. Regular reviews ensure care documentation is current. The management and monitoring of medication ensure good practice is maintained. People can choose to be involved in a variety of activities. They are also very satisfied with the meals served at the home. People receive a good standard of care from care workers who are professional, well trained and motivated. People appear happy, content and occupied. The environment and facilities are of a good standard enabling a strong sense of community and a choice as to where to spend time. People live in a warm, clean and comfortable environment which meets their needs. Policies and procedures are regularly reviewed and aligned with current statutory guidance. There are good governance arrangements in place. The Responsible Individual (RI) is compliant with legal requirements in relation to visits and quality of care reviews.

## Well-being

People have a voice and are treated with dignity and respect. Personal plans are person centred, accurately reflect people's current needs and are reviewed routinely. Care workers are attentive to people and have good relationships with them. People spoken with are very complimentary of the service. Staff offer a choice of meals, and the service has a food hygiene rating of five, which is 'very good'. Resident meetings take place, whereby people have a say in the running of the home. Equipment such as a call bell system is available, and this enables people to get the care they need at the right time.

The service supports people to be as healthy as they can be. Care workers work closely with healthcare professionals and refer any concerns appropriately. Overall, activities on offer promote people's well-being. Meals are of a good standard and people with special dietary needs are catered for. People's personal plans are detailed and consider risks to their health and safety. Medication is securely stored and administered as prescribed.

People live in comfortable accommodation. They can spend time in their own bedrooms or in the home's indoor and outdoor communal areas. We found people's bedrooms to be personalised and generally decorated to a good standard. There are suitable arrangements in place for the staff team to report any maintenance issues. A good standard of hygiene and infection control is maintained to reduce risks of cross infection. There are robust maintenance arrangements in place, health and safety is given priority with comprehensive audits carried out.

People are protected from harm and abuse. There are policies and procedures in place underpinning safe practice. Care workers are trained to meet the needs of the people they support and can spot the signs of abuse, neglect, poor health, and act accordingly. Care workers we spoke with said they feel confident any issues raised with the manager will be actioned promptly. There is a safe recruitment process and staff feel supported within their roles. Staffing rota's show sufficient care workers are available to provide the right level of care and support.

## Care and Support

Personal plans identify people's current care needs. The service uses an electronic care planning system, which has details of all aspects of care provision including personal plan documentation, risk assessments and monitoring charts, such as weight and observations. We examined several electronic personal plans and found they are mostly outcome focused and person centred. Daily notes give information on events and general mood during the day and night. We saw specialist health and social care professionals are involved when needed. A visiting health professional told us "*It's one of the best care homes we go into*".

The service has systems in place for the management of medication. Medication is stored appropriately and staff carry out the relevant temperature checks on a daily basis. We found no gaps in the electronic medication administration records (MAR). There is a medication policy in place which includes guidance on the administration of 'as required' medication (PRN). Care workers monitor the effects of each PRN administration to determine if the medication is having its desired effect. Regular medication audits ensure staff maintain good practice and identify any areas of improvement.

There are appropriate staffing levels in place to meet the care and support needs of the people living at the service. People who were able to, told us care workers respond quickly to call bells and any requests for help. One person told us "*they come quickly*". Care workers are aware of their safeguarding responsibilities and receive training to help them identify the signs of abuse and neglect. The staff we spoke with all told us they would raise any poor practice if seen. There is a safeguarding and whistleblowing policy in place.

People experience genuine warmth and kindness from all the staff. We saw care staff treat people as individuals and with patience. They are very attentive and respond to people's different needs with appropriate levels of prompting and support. People appeared relaxed and comfortable in the presence of staff. Staff speak in a friendly, caring and respectful way and people respond positively. People told us "*It's nice here, fantastic is the word*", "*I love them all (staff)*" and "*I'm quite happy here*". We witnessed positive interactions during the inspection and saw care staff supporting people in a dignified manner.

## Environment

People live in a home that meets their needs, supports them to maximise their independence and achieve a sense of well-being. The standard of cleanliness and hygiene appears to be good. People can personalise their room with photos, furnishings and keepsakes, which promotes a feeling of being at home. Most areas of the home appear functional and well maintained, as well as comfortable and homely.

The service has systems in place that ensure the home and its facilities are safe. We looked at a range of documentation that relates to health and safety and the maintenance of the service. The information provides a detailed overview of a rolling programme of safety checks, servicing and maintenance of the home's equipment and facilities. Effective and efficient fire procedures, testing and training are in place to protect people. Records confirmed fire alarm tests take place weekly. We saw that window restrictors are in place and harmful chemicals are securely stored.

The need for confidentiality is anticipated and respected. Care records are safely stored electronically. Employee personnel records are kept securely in the administrator's office. Deprivation of Liberty Safeguards (DoLS) records were easily referenced. In addition, people were safe from unauthorised visitors entering the building. Visitors have to ring the bell to access the building. All visitors have to complete the visitor's book when entering and leaving. People's privacy and personal information is well protected.

## Leadership and Management

The vision and ethos of the service are clear. A statement of purpose sets out the service's aims, values, and support available. We found this to be consistent with the service provided. A written guide is available for people in the service, containing practical information about the home and the support provided. The RI has good oversight of the service and carries out three monthly quality assurance visits. These visits involve talking to people and support workers to gain their views on the service provided. In addition, six monthly quality assurance reports are completed and cover a range of operational matters and identify areas where improvements are required.

People are supported by staff who are safely recruited and trained suitably for their roles. Staff files contain the legally required information and show appropriate recruitment and vetting procedures are followed. New staff members complete a programme of induction. All staff have on-going training, to meet specific needs of people they support. Staff say they are happy with the training available. Staff spoken with feel valued in their roles and were complimentary of the manager. Comments included, "*She's really picked this place up*", "*very supportive*" and "*she's absolutely great*". The provider has a staff recognition scheme, whereby there is an employee of the month for the service and also a national award programme.

Care workers feel supported and receive regular supervision. Staff tell us management support is available and they have confidence in raising any issues or concerns. Records show staff are provided with regular one-to-one formal supervision which includes discussions around practice issues, training needs and staff well-being. Staff meetings are held on a regular basis. Care workers told us "*I love it here*", "*I'm really happy here*" and "*I wish I'd come here years ago*".

There are systems and processes in place to monitor, review and improve the quality of care and support provided. Monthly in house audits are undertaken as well as regular oversight from the providers compliance team. Information about the quality of care is gathered and reviewed for improvement purposes. We found people and visiting professionals give positive feedback about the care provided. There is regular communication between the manager and responsible individual.

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