



Inspection Report on

Rickeston Mill Care Home

**Rickeston Mill Nursing Home
Rickeston Bridge
Haverfordwest
SA62 3DJ**

Date Inspection Completed

17/06/2024

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About Rickeston Mill Care Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Rickeston Care Home ltd
Registered places	28
Language of the service	Both
Previous Care Inspectorate Wales inspection	14 February 2023
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People are very happy with the service they receive. They are supported by a friendly and caring staff team. Care workers are positive about the work they do and one said, *“Being able to make a difference is so important”*. Representatives and visiting professionals are also positive. The service is well led by the new manager, people, their representatives and staff told us they value their support and guidance.

The environment is comfortable and well maintained. The provider responds to day to day repairs quickly and has a plan in place to improve the internal and external aspects of the home, to benefit people.

The service has recently been taken over by a new provider. The Responsible Individual (RI) consults with people who live and work at the service.

Well-being

People receive care and support that meets their needs. The manager involves health and social care professionals to help people remain as healthy as possible. People are respected; interactions with the staff are friendly and relaxed. Individuals do things that matter to them such as socialising with each other, meeting their visitors and taking part in planned activities. Overall people's representatives are positive about the service offered and the staff, one said, "*The nursing care is second to none and nursing staff always appear to give of their best*". People live in a service that is working towards making an 'Active Offer' of the Welsh language.

People are protected because recruitment processes ensure they get the right care and support. Care workers receive induction and effective ongoing training to meet people's needs. Nursing staff are registered under the Nursing and Midwifery Council (NMC) and care workers register with Social Care Wales, the workforce regulators. Staff protect people from abuse and neglect and are fully aware of their responsibilities to raise concerns. People and their representatives know how to make a complaint if needed and have confidence in the manager.

The building is comfortable and well maintained. People personalise their own rooms as they choose. Communal areas are bright and spacious. People use the different spaces available to do things they enjoy, for example chatting with each other, watching TV, listening to music and taking part in planned activities. The provider has plans to make the gardens more accessible so people can do things that matter to them, such as gardening, exercise or meeting family and friends outside.

People have a voice and input into the running of the service because the RI involves them in quality assurance. Governance processes focus on developing the service by using information from surveys and audits. The RI is due to complete his first six-monthly Quality of Care Review and intends to use feedback from people, their representatives and staff to improve the service.

Care and Support

People are very happy with the care and support they receive. Care workers respect people and we saw many sensitive and caring interactions between people who live and work at the home. People told us *“I can’t fault the place, it’s fantastic”* and *“The staff are absolutely lovely”*. Staff know people well and support them in line with their needs and preferences. When discussing their role a care worker told us *“Being able to make a difference is so important”*. People’s representatives are mainly positive about the care offered to people, we were told *“The staff are excellent, we are so grateful to them”*. A visiting healthcare professional was also positive about the care and support and the leadership at the service.

People, their representatives and care workers are involved in developing and maintaining personal plans. Nurses regularly review plans to ensure information is accurate and up to date. Documentation shows good evidence of health and social care professionals being effectively involved. Risk assessments are developed around the specific needs of each individual and support people to remain as safe as possible. The manager ensures any restrictions to people are done so legally, with the correct documentation in place. Daily notes record the care and support completed and the manager intends to improve them, with a more detailed account from the perspective of the person.

The service has an activities coordinator, who arranges a variety of activities such as chair exercise, arts, crafts, and music. People also enjoy regular pastimes such as reading newspapers, books, watching television and interacting with each other. People spend time with their family and friends in their own rooms or in the different communal areas. The manager and activities coordinator intend to improve the way they record the various activities that happen at the home and the benefits to people.

Medication storage, administration and recording systems are safe and in line with national guidance. Nurses ensure medication is managed appropriately and take time to give people the right dose of medication at the right time.

The provider has recruited new staff and there are now sufficient numbers of care workers available to safely meet people’s needs. Adequate numbers of staff respond to people and support them to achieve their outcomes, we observed many unrushed and positive interactions during the inspection.

Environment

The environment is bright, fresh and well maintained by committed housekeeping and maintenance teams. People enjoy interacting with each other, their visitors and the staff team in the different communal areas. Individuals personalise their rooms with their own ornaments, pictures and furniture.

The home is well maintained and pictures of the local area help connect people with their community. The provider has a planned upgrade programme and intends to improve the garden area for people to safely enjoy the grounds. Ongoing repairs and improvements to the décor take place whenever needed and we were told that any issues are acted upon promptly. The provider ensures equipment is available for people to use that maintains their dignity and independence.

Regular Health and Safety audits of the property and equipment are completed. Testing of fire safety is up-to-date and Personal Evacuation Plans are individualised and available in emergencies.

The kitchen has a food hygiene rating of five. People enjoy the option of a social dining experience together, as a small group or quietly on their own. An individual told us "*The food is really good*".

Leadership and Management

The service has recently been taken over by a new provider, the new RI and Manager have made a positive impact on the service. Adequate arrangements are in place for monitoring and improving the quality of the service. The RI visits the service regularly and their three-month report evidences people, their representatives and staff are consulted with. The RI is about to complete their first six-monthly Quality of Care Review.

The manager knows people who live at the service well and understands their needs. We observed many positive interactions between them and people. An individual told us they know the manager well and can talk to her whenever they want to. Staff describe the manager as approachable and supportive. A care worker told us, *"She (manager) is approachable, listens and is understanding"*. Representatives told us the manager is available, easy to talk to and helpful, one said, *"Communication is very good, I can talk to the staff when we are here, or I get a phone call if needed"* and *"The manager and the nurses are easy to talk to"*.

Care staff receive regular quarterly supervision and value the guidance and open door policy of the manager. A care worker told us, *"[Manager] is accessible and will always give you an answer to your question"*. Discussions with staff, demonstrate a good understanding around safeguarding and a confidence in reporting issues to senior staff. Policies and procedures are in place to support good practice.

Pre-employment checks take place before new employees start work. These include references, right to work and Disclosure and Barring (DBS) checks. New staff receive an induction and ongoing mandatory and person specific training to meet people's needs. Nursing staff register and maintain their PINs under the NMC and care workers register with Social care Wales, the work force regulators.

The new provider has recruited extra staff to ensure there are enough care workers available to meet people's needs. Care workers know people well and understand their personal circumstances and needs. A representative told us, *"Staff are lovely and the home is lovely"*.

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