



# Inspection Report on

**Pips Lodge**

**Milford Haven**

## **Date Inspection Completed**

30/08/2024

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## About Pips Lodge

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Silver Springs Support Ltd
Registered places	5
Language of the service	Both
Previous Care Inspectorate Wales inspection	1/2/2023
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 very happy living at Pip's Lodge. A relaxed, yet professional, atmosphere throughout the home helps people and visitors feel at ease. Care staff support people to have as much control as they wish in how they live and invite each person to be involved in discussions about their lives. They encourage people to do things that are important to them.

Care staff say they are well supported and receive sufficient training for their roles. They demonstrate good knowledge of each person in the home and want to make a positive difference to peoples' lives. Good communication channels are evident, with robust monitoring of the quality of support people receive. The Responsible Individual (RI) is a frequent visitor to the home and is well-known by all people and care staff.

Care staff are available in sufficient numbers and have a mix of skills to effectively provide support to people. They are knowledgeable, respectful and sensitive to people's needs and wishes. Safety equipment is in place and health and social care referrals are made when necessary to promote peoples' health and well-being. There are opportunities for people to take part in activities within the home and in the community.

The service promotes the use of the Welsh language and culture whenever possible.

## Well-being

People and their relatives are very happy with the care and support provided. Care plans provide clear information to enable care staff to understand how to best meet people's care and support needs. People told us they get on well with care staff. One person told us: *"I like all the staff, they are fun."* A relative commented *"all the staff are excellent here, I am more than happy with the care provided"*. Records show people are offered choices to make everyday decisions. The responsible individual (RI) regularly speaks with people who live at the home and their families about what is important and how to best support them.

People are protected from abuse and harm. Pip's Lodge has an appropriate safeguarding policy in place and care staff receive training in the safeguarding of vulnerable adults. The manager demonstrates a good understanding of the legal requirements and understands when a safeguarding referral needs to be made to the Local Authority.

Care staff know people well and ensure they receive the right care and support at the right time. Any changes to people's needs and wishes are promptly noted and addressed. We saw that referrals are made to a variety of health and social care professionals in order to meet people's changing needs.

People can do the things that matter to them when they want to do them. We saw there are a range of activities available which are meaningful to people. Throughout the inspection we observed activities taking place, facilitated by care staff, within the home and people attended external activities and appointments with support. People told us they enjoy taking part in a variety of activities such as going out for a coffee, to local shops, for a walk or trip out in the car and accessing community facilities. Relatives told us that people are encouraged to stay active and to do as much as they can for themselves. This is reflected in people's care records.

People live in accommodation which supports and encourages their well-being. People's bedrooms contain personalised items of their choice and are suitably furnished. They have facilities which encourage their independence. The building is well-maintained, safety checks are completed when required and hazards are reduced as far as possible.

Staff recruitment is safe as all the necessary pre-employment checks are completed prior to employment commencing. These checks are important as they determine a person's suitability to work with vulnerable people.

## Care and Support

We examined a sample of care files which contained detailed, up to date, personal plans and risk assessments. Personal plans for all aspects of the individuals' physical, mental, and emotional wellbeing are in place and are reviewed regularly. Person centred information such as personal profiles are in place and referrals for advice and professional assistance regarding health and social services are sought as needed.

Throughout the inspection we saw care staff interacting positively with people and they demonstrated caring attitudes. Care staff clearly know people very well and have a clear understanding of the needs of those they support. Care staff consistently spoke enthusiastically about caring for and supporting the people living in the service. Care staff support people according to their individual needs and are sensitive to any changes the person may be expressing or experiencing. People appear relaxed in the company of the care team and we overheard laughter and good natured banter taking place between care staff and people. People showed us and told us about their achievements and how proud they are of these. People are supported to be as independent as they can be, for example, by contributing to menus and activities each week. People are supported and motivated to live as healthy a lifestyle as possible.

Sufficient staffing levels are in place to effectively meet the care and support needs of people living at the service. Care staff told us that generally they have enough time to support people appropriately. We saw care staff responding to requests from people in a timely manner and interactions were friendly, respectful and unrushed.

Policies and procedures are in place to reduce risks of infection and care staff demonstrate an understanding of infection control. There are good hygiene practices throughout the home and all areas were clean and free from malodours. Cleaning products are stored securely in locked cupboards and there are guidance notes for anyone who handles them. The service has safe systems in place for medicines management. There is an appropriate medication policy and procedure in place with regular audits completed by senior staff. We saw medication was kept securely. All care staff who administer medication are appropriately trained to do so.

## **Environment**

People live in a well maintained, comfortable and welcoming environment in which they demonstrate a sense of belonging. People's individual bedrooms are furnished with their own possessions, which reflect the personalities of the people occupying in them. Wherever possible people choose their furniture and fittings, in line with their personal preferences. Communal areas offer people an opportunity to socialise or to spend quite time alone if they choose to. The comfortable dining area tends to be a hub for people to meet up and socialise.

A planned maintenance schedule and renewal programme for the fabric and decoration of the premises is in place and the home was seen to be in good order. People's bedrooms have facilities and equipment that is suitable for the individual and promotes their independence.

Measures are in place to ensure risks to people's health and safety are identified and managed. Oversight of health and safety is in place with regular audits of the environment. Maintenance records show equipment and services are regularly serviced to make sure people remain safe. People's personal records are held securely and access to the home is monitored by staff to help keep people as safe as possible. People are safe from unauthorised visitors entering the building, as all visitors have to ring the front door bell before gaining entry and record their visits in the visitor's book when entering and leaving. Peoples' personal records are safely stored.

## **Leadership and Management**

Good governance arrangements are in place to support the smooth operation of the service. The RI visits the home very regularly, meets with people and care staff and knows them well. We viewed the latest quality monitoring report, which included people's feedback. Recommendations for improvements are noted and implemented promptly whenever possible. We saw evidence the RI has very good oversight of the service and the manager described systems for monitoring quality assurance to ensure care is consistently delivered to a high standard.

The manager is well supported by the RI, who visits the home very frequently and is readily accessible to the manager. The service is provided in line with the objectives of the Statement of Purpose, which is regularly reviewed. We saw policies and procedures are in place to assist care staff. We were told that although some policies and procedures have been reviewed the revised dates have not been included and the manager, who is newly in post, told us of their intention to address this very shortly.

There are enough staff on duty to safely support and care for people. Records show there is a stable and consistent team in place with a mixture of experienced and new staff available, and this was seen during our inspection. Care staff are knowledgeable, competent and valued by the RI and manager. Through discussion and observation it is evident that care staff have a good understanding of the people they care for and of the specific needs of each individual. Training and induction records demonstrate that care staff have a comprehensive induction and a range of training opportunities to develop their knowledge and skills. They told us they feel well trained to carry out their roles effectively and that any requests for additional training are met whenever possible. The required pre-employment checks are completed prior to employment commencing. Care staff told us they feel well supported through supervision and appraisal and feel they have opportunities to develop through ongoing training. Both the RI and the manager are approachable, readily available to care staff and very visible within the home.

### 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.

### Area(s) for Improvement

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A



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