



Inspection Report on

Kinmel Lodge

**Kinmel Lodge Residential Home
2 Betws Avenue
Kinmel Bay
Rhyl
LL18 5BN**

Date Inspection Completed

11/04/2024

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About Kinmel Lodge

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Kinmel Lodge Limited
Registered places	28
Language of the service	English
Previous Care Inspectorate Wales inspection	6 September 2023
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

Relatives told us their family members are happy living at Kinmel Lodge, commenting “*The residents always seem happy when I visit*”. People receive person centred care and support and they are valued and respected as individuals. Everyone is encouraged to get involved in meaningful activities, celebrate special events and occasions, which provide many opportunities to bring people together. Relatives said, “*The entertainment programme is amazing*” and “*There is lots to do during the week and weekend*”.

Staff are well supervised, supported and trained in their roles. There is good communication between the management and staff to ensure everyone is kept aware of any changes. The management have good relationships with professionals. They are proactive in noticing changes, ensuring people receive the right care and support as early as possible and strongly advocate on their behalf.

Systems and processes in place ensure the service is run effectively with good oversight from the responsible individual (RI). The RI visits Kinmel Lodge to obtain feedback, look at what is working well and identifies any areas to further improve service delivery. Investment is being made to enhance the service with different areas of interest and general redecoration and refurbishment which is ongoing.

Well-being

People have control over their day-to-day life. They make choices about what they want to do and how they spend their time. People and their families are kept informed and involved in decisions and any changes in their care and support. Professional's comments include *"It is clear when dealing with the staff that they really have the interest of the residents at heart and they effectively advocate on their behalf"*.

Peoples physical, mental health and emotional well-being needs are met. Personal plans contain detailed information about different health conditions or diagnosis and how this may affect people and the support they need. They inform staff about what to look out for and when to seek further advice and support from professionals. Professionals told us *"Information given about residents is clear and detailed"*. Two co-ordinators provide meaningful and stimulating activities and clubs for people. Arrangements are made for entertainers, musicians, ballroom dancers, artists and the local school children to come into the home. Visits from a variety of different animals, reflexology and sound baths all contribute to enhancing people's wellbeing. Relatives told us *"They have a hairdresser and nail technician come every week. Entertainment. Trips out to the theatre and bingo"*. Relatives are pleased with the care and support provided; comments include *"I feel that some of the staff treat those living in their care like family. So, it's nice knowing your loved one is being so well looked after"* and *"Mum would not be with us if it wasn't for the care and devotion of all the staff at Kinmel Lodge"*. They also said it is *"A fantastic place for people who have dementia. The atmosphere is always lovely. The staff go above and beyond with the residents. Not only in caring for them, but treating them with dignity, empathy, and compassion"*.

People are protected from harm. Staff receive training in safeguarding and there is a policy in place. Professionals commented *"The staff are proactive in raising concerns and have a good awareness of safeguarding issues"* and *"Kinmel Lodge work with people to resolve any problems or difficulties"*. Relatives told us *"Any concerns (which are very few) are dealt with quickly"*. Risks are assessed with actions taken to reduce these.

People live in suitable accommodation. The home is continually improving with ongoing décor and refurbishment taking place. Different areas of interest are provided so people can choose where they prefer to spend their time. There are also plans for the garden areas to be further enhanced.

Care and Support

People have up to date, detailed personal plans in place. Plans are person-centred and provide important information for staff to provide the right care and support. Two senior members of staff oversee plans, reviewing and updating them. Any changes are communicated with staff.

People receive good quality care and support through a service which consults with them and their families, considers personal wishes and any risks. Plans are tailored to each individual, recording all those involved in the process. Professionals commented *“Our advice is always taken on board”*. People’s personal wishes are respected by staff. Professionals told us *“I have always found that staff at Kinmel Lodge know the residents and their preferences well”* and *“I have observed staff being patient and kind to residents”*. Relatives commented *“Staff are very attentive and caring”* and *“A lot of care is taken to ensure daily needs are met”*. Approaches and strategies are in place to reduce risks for people.

People’s identity is recognised and valued. Plans include information about people’s life histories and what is important to them. There is a section on sexuality, expressing themselves and self-image. People are well dressed, with attention paid to their clothing, hair, makeup and they are complimented on the way they look. Special occasions and events are always well celebrated.

People feel they belong, matter to others and enjoy safe and healthy relationships. They can spend time in the company of others, with friendships being formed. Welcoming parties are held for new people moving in with afternoon tea and flowers and chocolates presented to them. Relatives are also made to feel welcome and support is provided to them if they need it during their visits. Professionals commented *“I have found advice they provide to families is individual focussed and helpful”*.

The service has safe systems for medicines management. Plans record what medication people are prescribed including detailed information about any side effects. Staff receive medication training and competency assessments are carried out. Medication administration records (MAR) charts are completed by staff and medication audits are carried out weekly and monthly. Professionals commented *“When dealing with medication issues the staff communicate in writing and are always careful to ensure instructions are precise and correct”*.

The service promotes hygienic practices and manages risk of infection. There is an infection control policy in place, staff receive training and an infection control champion has been appointed to ensure standards are maintained. Personal protective equipment (PPE) is available for staff as required.

Environment

People live in a home which suits their needs. Bedrooms are nice and bright with lots of light and attention paid to matching curtains and cosy duvet covers. They are personalised, reflecting their individual interests with their personal belongings, photographs and fresh flowers and plants. For Christmas each person was gifted with a personalised cushion of their loved ones, which we saw in their rooms. Doors have room numbers which will include a photo of the person. Memory boxes have been introduced outside each room containing sentimental items and photos brought in by families to aid with orientation. Relatives commented *"The rooms are bright and calming"*.

Improvements continue to be made to the service and how it looks. On entering there are comfortable chairs and a table for visitors and a friends and family board for information. Different areas of the home are being redecorated and refurbished. The upstairs lounge now has a beach theme, the hallway has been painted in different colours and new furniture has been purchased. Different places of interest have been created to encourage people to socialise together including a pub, café and flower shop. There is also a small kitchen area for people to use for snacks and drinks. Relative's comments include *"There is a post office, pub and tearoom. It's amazing"*. Items of interest have been placed around the service for example different stations for reading, cleaning equipment for domestic tasks and a dressing up rail so people can keep busy and have things to do. There are signs to help with orientation, colour coded zones and the manager told us about their plans and ideas to further enhance the environment. We saw items had been purchased to be put up such as clocks and boards so people know when things are happening and what is going on. There is a private garden area for people to enjoy and plans are being made to enhance and expand this area further.

The service provider identifies and mitigates risks to health and safety. Fire checks are being carried out and people have personal emergency evacuation plans (PEEPs) in place. Audits are being completed but these need to be done more frequently and we discussed this with the manager and RI. There is a maintenance plan in place and a log of work being completed. Professionals commented *"On my visits the environment is clean and tidy"*.

Leadership and Management

People are supported by staff who are recruited, supervised and trained in their roles. Staff files contain the necessary information and disclosure and barring service (DBS) checks are completed. Inductions are carried out with new staff to ensure they understand expectations and practices within the home. Staff have one to one supervision and attend team meetings where they can raise and resolve any issues. Separate meetings are also held with senior staff, care staff, night staff and other staff employed to work at the service. An app is used by management to promote communication and tell staff instantly about important information. All staff working at the service receive training which varies depending on their roles and responsibilities and this is recorded and refreshed as required. Management told us staff get along, retention is good and staff approach them if they need anything. Professionals commented they *“always find the staff to be pleasant and helpful”*.

The management team work hard to make sure everything is organised for the effective day to day running of the service with clear direction and they prioritise their work. Relatives commented *“Management in this home is wonderful”*. The management liaise well with professionals to ensure people’s needs continue to be met. Professional’s comments include *“Communicating with them is easy and productive”*, *“My relationship with the manager and staff have always been productive and good”* and *“I find them very professional, caring and thorough”*. They also told us *“In summary my contact with Kinmel Lodge is positive and I do believe they look after their residents well”*.

There are governance arrangements in place to ensure people receive good quality care and support. The RI completes three monthly and six-monthly visits to Kinmel Lodge, obtaining feedback which helps them to reflect on what the service does well and identifies any areas to improve and develop further. The manager told us the RI is really good, supportive and they can ask them for anything and it is provided.

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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