



## Inspection Report on

**Fairfield**

**Fairfield  
Haverfordwest  
SA62 6QH**

## **Date Inspection Completed**

11/06/2024

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## About Fairfield

|   |   |
|---|---|
| Type of care provided                                 | Care Home Service<br>Adults Without Nursing   |
| Registered Provider                                   | St. Davids Care in the Community Ltd.   |
| Registered places                                     | 7   |
| Language of the service                               | English   |
| Previous Care Inspectorate Wales inspection           | 8 June 2023   |
| Does this service promote Welsh language and culture? | This service is not making a significant effort to promote the use of the Welsh language and culture. |

### Summary

A small team of experienced workers who are effectively led by the manager, offer support to the people who have made Spring Gardens their home.

People, and those caring for them, take pride in the service and happily take some responsibility for keeping it clean and tidy. The environment is clean, comfortable and homely.

There is a good focus on staff training and workers are described as skilled and knowledgeable.

The planned improvements in staffing levels have not happened, meaning that while people are generally able to do things that matter to them, there are times when there are some limitations on this due to staffing levels.

The responsible individual has good oversight of the service but the quality assurance reports do not contain all the information required.

## Well-being

People are safe and protected from abuse, harm and neglect. Care workers have completed training in safeguarding, and they know how to recognise and report any safeguarding concerns. There are some recent improvements to involve people in making decisions about the day to day running of the service and to make sure their views are considered.

The physical environment contributes to people's well-being. It is clean, comfortable and homely. Bedrooms are personalised and there are good standards of cleanliness throughout. The large garden is generally well maintained.

People have very good relationships with the care workers who support them. Care workers know people very well, and know what and who is important to them.

People are happy and enjoy spending time at home and in the local community. Opportunities to do things are sometimes limited due to staff shortages, but overall, people are happy to spend time in one of the other services, or for people from the other services to spend time at Fairfield.

## Care and Support

People are supported by a small team of care workers who know people very well, knowing what and who is important to them. To support the good knowledge care workers have, there are comprehensive care and support plans which are reviewed regularly. There are care plans for a range of areas including money management, personal care and hobbies & interests. There is a helpful front sheet which sets out important information which care workers need to know, as well as a personal and family history. Daily records are detailed and generally person centred.

The atmosphere in the service is relaxed. People clearly enjoy the company of each other and the care workers, describing them as "*friends*". The atmosphere is also very homey and comfortable. People enjoy spending time at home, and also taking some responsibility to keep the service clean and tidy. Relatives are wholly complimentary about the service with one saying "*I can't speak highly enough of them... I'm absolutely happy with the staff, all of them, they are marvellous*".

There are some opportunities for people to do things that matter to them. This includes going to church, college and support groups. Some people are quite active in groups in the local area and are involved in some initiatives that are taking place. There are some limitations due to staffing levels and this means people are either required to spend time in some of the other services, or people from another service spends time at Fairfield. Whilst most of the time people do not mind doing this as they see people from the other services as their friends, there are times when they would prefer for this not to happen. The manager

said efforts are being made to recruit additional staff. Some people would like to access community services more often but there are limitations due to transport and having enough space on the bus.

People's physical health needs are met as they attend for appointments and check-up as necessary with health professionals. A podiatrist visits the service regularly. There is an understanding of the importance of good nutrition. Most meals are made using fresh ingredients and people are encouraged, and enjoy, helping in the kitchen. Mealtimes are social with people eating together in the dining room.

## **Environment**

People live in a service which is suitable for their needs. The property retains some original and attractive features and is in a good condition.

Bedrooms are comfortable, with some enjoying views over the sea. People have personalised them by having them decorated in colours of their choice and with photographs and other ornaments. People take pride in their home and standards of cleanliness throughout are good.

A bathroom is currently being refurbished as a wet room which will be an asset for people whose mobility is reduced. The kitchen is well equipped and in good decorative order.

There are large gardens where people keep their own chickens. The gardens are generally in a good condition and offer people a safe and pleasant place to spend their time.

## **Leadership and Management**

The Responsible Individual (RI) and manager have good oversight of the service. The manager knows people and the staff team well and the RI visits regularly. People often pop into the office for a chat, demonstrating how comfortable they feel to do this.

A satisfaction survey has recently been carried out which show people are very happy with their care and support. Relatives are similarly very satisfied, with all those spoken to saying how happy they are, and confident in the service.

Some improvements have been made to make sure people have a voice and can exercise choice regarding aspects of their care and support.

Quality of care reports are written, but these do not contain the information required. This is an Area for Improvement and will be followed up at the next inspection.

There is a focus on staff development with care workers completing a range of training in areas including the safe administration of medication, first aid, dementia care and moving & handling. Relatives describe care workers as skilled and appreciate that some have worked

at the service for a long time, thereby building up a good knowledge of, and rapport with, people. The training matrix shows most training is up to date.

Supervision of care workers is carried out and this is generally up to date. However, not all managers have supervision in line with regulation. This is an area for improvement and will be followed up at the next inspection.

Care workers are appointed following a safe recruitment process. Staff files are well organised and easy to navigate. They contain the information needed, including references and security checks.

Staffing levels remain a challenge, and the RI said efforts are being made to recruit additional staff. The staffing levels do, at times, impact on people and to try and mitigate this, staff work flexibly across areas where possible.

### 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 |
|------------|---------|--------|
|------------|---------|--------|

|    |   |          |
|----|---|----------|
| 6  | Not all staff are receiving supervision. The quality of care reports are a summary of activities and appointments individuals have had, and not a reflective account of the service. This has not been identified or addressed by the RI. Staffing levels continue to mean people are not always able to do things that are important to them, and are required to either spend time in other services or have people from other services spend time in their home. | New      |
| 73 | The RI is not providing evidence they are carrying out their regulatory visits every three months. A report is written by the RI but this is done every 6 months and is a combined report for the 4 services. The provider is to establish and maintain a process for ensuring compliance with Regulation 73.   | Achieved |



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