



Inspection Report on

New Cranford EMI Care Home

**The New Cranford
13 Carmen Sylva Road
Llandudno
LL30 1LZ**

Date Inspection Completed

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About New Cranford EMI Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	TC60 LIMITED
Registered places	22
Language of the service	English
Previous Care Inspectorate Wales inspection	8 November 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 receive good quality care and support at New Cranford EMI Care Home. Care staff understand people's needs and are enthusiastic about providing the best care to people. Personal plans are up to date and reflect people's needs. People are offered a variety of activities throughout the week, this includes group activities and one to one activities. Care staff are kind, warm and friendly in their approach and have a good rapport with the people they support.

Care staff enjoy working at the service and are supported through supervisions, appraisals and regular training. There are sufficient staffing levels at the service to ensure people's needs are met. The environment is homely, welcoming and people can choose where they spend their time. Health and safety checks are up to date of all facilities and equipment.

The service provider continues to invest in the service. The Responsible Individual (RI) has good oversight and is present at the service on a weekly basis. Relatives and care staff spoke positively about the management team at the service.

Well-being

People have control over their day to day life and are supported to maintain their independence. People's views, wishes and preferences are gathered and these are included within the personal plans. Overall, personal plans are clear to care staff how to support people, including supporting with activities of daily living. Relatives told us their loved ones are encouraged to maintain their independence. People can engage in their preferred language, there are Welsh speaking staff who work at the service. Menus and a selection of other documentation are bilingual and there is bilingual signage throughout the building.

People are supported to maintain their health and well-being. Correspondence and outcomes from visiting healthcare professionals is recorded. Relatives told us they are always kept up to date with any changes or concerns regarding their relative, including the outcome of health appointments. Regular activities take place throughout the week, these are varied and include spa days, music, games and celebrating events such as people's birthdays. People are provided with their chosen newspaper to keep up to date with current affairs. The food offered is healthy and appetising and people told us they can request an alternative if they do not like what is on the menu. People are supported to maintain relationships which are important to them, we saw relatives can visit as often and for as long as they wish. We saw relatives stay for meals with their loved ones. Relatives said *"They have looked after [my relative] amazingly"*, *"I am very, very happy where [my relative] is"*, *"It is a pleasant experience going there"*. They said care staff are *"Really attentive"*, *"Always polite, always kind"* and *"They are very accommodating"*.

People are protected from abuse and neglect. There is a safeguarding policy in place which reflects the All Wales Safeguarding procedures and is clear to all staff about how to raise a concern. Care staff are familiar with the safeguarding procedures and receive regular safeguarding training. The management team record incidents such as falls, these are analysed as part of the quality assurance process to identify any patterns or trends and the action taken is recorded. People are at ease around care staff and care staff treat people with dignity and respect.

The environment is safe and meets the needs of people living at the service. People can personalise their rooms with their own belongings such as photos. The home is clean and tidy throughout. Health and safety checks are completed regularly and are up to date.

Care and Support

People are provided with consistently good care and support through a service which considers their personal wishes, goals and outcomes of risks. We reviewed a sample of care files and found before moving to the service, relevant information is gathered to ensure the service can meet people's needs. Personal plans are worded using person centred language and overall are clear how best to support people. Personal plans are reviewed each month, and a monthly care plan review document is completed with an update of any changes. Care staff document the care and support provided and these show people receive support as directed in their personal plans. Care staff we spoke with know people well and are very familiar with people's needs, including their emotional support needs. We observed interactions between care staff and people living at the service, care staff interact with people in a warm and caring manner. Mealtimes are a pleasant experience, we observed appropriate music being played to create a positive atmosphere. Care staff are attentive and encourage people to be independent. During the day we heard care staff respond quickly when people requested assistance. People spoke positively about the service, comments from people include *"I've come to the right one"*, *"it's a lovely place, it's a happy place"* and *"I think I like it here"*.

People are supported to access services to maintain their ongoing health, development and well-being. We reviewed a sample of care files, we found people are registered with a local General Practitioner (GP) service. Care staff document correspondence with health professionals, including the outcomes from health appointments. Care staff work from personal plans which are clear how to support people with their health and well-being. Care staff told us how they support people to attend health appointments and relatives told us they are always kept up to date regarding their relatives health and well-being.

The service provider promotes hygienic practices and manages the risk of infection. We found there is sufficient Personal Protective Equipment (PPE) and cleaning equipment available, domestic staff are on duty most days of the week and the home is clean and tidy. There is an infection control policy in place which is in line with current guidance and legislation.

Environment

People are cared for in an environment with facilities and equipment which promotes the achievement of their personal outcomes. The building and facilities are as described in the services Statement of Purpose (SoP). The environment and equipment available supports people living with dementia, there are some bold coloured equipment in place such as grab rails. People have access to specialist equipment such as mobility aids where required. Call bells are in place for people to request assistance when required. The service provider has systems in place for staff to report any works required around the home and care staff told us these are resolved in a timely manner. The home is clean and tidy and overall is well maintained, including the furniture and décor. People can choose where they spend their time and we saw people enjoy sitting in the different areas around the home. Communal areas are homely and provide people with the opportunity to socialise if they wish. People have the choice of a bath or shower, and daily notes show people's preferences are respected.

The service provider has effective systems in place to identify and mitigate risks to health and safety. There is a visitor logbook in place for all visitors to sign in and out, for fire safety purposes. There are radiator covers in place throughout the home. The building is secure to ensure people remain safe. Facilities and equipment are serviced regularly and all health and safety checks are up to date.

Leadership and Management

The service provider has strong governance arrangements in place to support the running of the service. There are policies and procedures in place which are reviewed regularly. The RI completes their regulatory visits, they are present at the service on a regular basis and have good oversight of the service. Quality of care review reports are completed and show feedback is obtained from people's representatives, commissioners and visiting professionals. There are effective systems in place to ensure if complaints are received that these are responded to in a timely manner. The management team complete regular thorough audits and these help to identify issues so they can be addressed.

The service provider has oversight of financial arrangements and continues to invest in the service, to ensure it is financially sustainable and supports people to achieve their goals. There is a sufficient supply of PPE, cleaning equipment, food and the provider has the required liability insurance in place.

People are supported by a service which provides appropriate numbers of staff, who are suitably fit and have the knowledge, competency, skills and qualifications to carry out their role. We reviewed a sample of staff personnel files, many of the care staff have worked at the service for several years. We found staff are robustly vetted before they begin working at the service. All staff have an up to date Disclosure and Barring (DBS) check in place, to ensure they are safe to continue working at the service. We reviewed a sample of the staff rotas and found staffing levels are in line with the SoP. Care staff receive regular training to support them in their roles and are registered with Social Care Wales (SCW), the workforce regulator. Supervisions and annual appraisals provide staff with the opportunity to reflect on their practice and review training and development needs. Care staff told us they are well supported in their roles, feedback from care staff includes *"I love working here"*, *"I love what I do here, I love the residents"*, *"It's a lovely atmosphere to work in"*, *"It is really rewarding"*, *"No two days are the same. It is never a boring job"*. Care staff said the managers *"Are absolutely fantastic"*, *"They go above and beyond for you"* and *"[They] couldn't ask for better bosses"*.