



Inspection Report on

Stradey Park House

**61 New Road
Llanelli
SA15 3DP**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

25/07/2024

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About Stradey Park House

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	STRADEY PARK CARE HOMES LTD
Registered places	8
Language of the service	Both
Previous Care Inspectorate Wales inspection	21 June 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 positive about the service they receive. People are supported by a friendly and caring staff team, who they have built understanding relationships with. When discussing the service, a support worker told us, *“This is a great place to work, I’ve been here for years and hope to carry on for years. It’s the best care place I’ve ever worked in”*.

The environment is homely and comfortable. Improvements to the building have been completed and there are plans to continue these throughout the home. People can personalise their own rooms as they choose and use communal spaces to relax and interact with each other, their visitors and staff.

The people who live and work at the service highly value the leadership and support of the manager. The Responsible Individual (RI) visits the home regularly to talk to people and their support workers. Feedback from these visits and internal audits is used to inform their six-monthly quality of care review.

Well-being

People are positive about the service and the relationships they have developed with their support workers. People's preferences and well-being are at the forefront of care and support provided. The manager ensures people's individual circumstances are considered in the care planning process. People remain as healthy as possible because health and social care professionals are involved in personal plans.

People are treated with dignity and respect. We saw many sensitive and understanding interactions throughout the inspection. Care staff ensure people receive the right information in a way that meets their individual needs. People can also talk to some of the staff in English or Welsh as they choose.

People are protected from abuse and neglect. Support workers are fully aware of their responsibilities to raise concerns. People are safeguarded because of the service's recruitment processes and staff register with the work force regulator, Social Care Wales. People get the right support because of the effective training and development programme, which enables support workers to meet people's needs.

People are relaxed and comfortable because they live in a home that supports them to achieve good well-being. People do things that matter to them and choose where they wish to spend their time. There are spaces available for them to spend time with each other, their visitors and the staff team. People are supported to be active members of their local community.

People know the RI well and have a voice because they talk with him openly whenever he visits the service. Quarterly RI visit reports focus on the people who live at the service and their well-being. People, their representatives, staff and professionals are consulted as part of the six-monthly Quality of Care Review.

Care and Support

People are happy with the person-centred service they receive. They are effectively supported by a team of staff, with whom they have positive relationships. We saw lots of patient, friendly, and caring interactions between people and staff throughout the inspection. There is a family feel at the service and people are supported by a team of passionate and understanding staff. A support worker told us, *“The guys are like our family and that’s the feel of the place”*.

Support workers are guided by detailed personal plans that focus on encouraging people to be as independent as possible. People are at the heart of their plans and there is a focus on people’s strengths, what people can do for themselves or where they require support. People, their representatives, staff and care professionals are involved in writing plans so that they are relevant and meet people’s needs. The manager ensures any restrictions to people are done so legally, with the correct documentation in place. Positive risk assessments help people to remain safe while encouraging them to be as active as possible. Plans are regularly reviewed by the manager and support workers can make changes to ensure they continue to meet people’s individual needs. Guidance from health and social care professionals is reflected in plans and we observed support workers adhering to this during the inspection.

Medication storage, administration and recording systems are safe and in line with national guidance. The manager ensures medication is managed appropriately and staff take time to give people the right dose of medication at the right time. An individual who lives at the service told us about the outstanding support they received from their key worker to follow a healthy eating plan and no longer need medication to control their diabetes.

The service continues to promote people to be as active and as social as possible by doing things that meet their individual preferences. People enjoy regular pastimes in the home such as watching TV, playing computer games, interacting with each other and their visitors and spending quiet time alone. People enjoy a variety of activities in their local community such as, being members of sports clubs, shopping, eating out and meeting up with their friends and family.

Environment

The service is homely and supports people to achieve their individual outcomes. People are very relaxed and comfortable in the communal areas and their own rooms. There are different spaces for people to socialise with each other, their visitors or to spend time relaxing quietly. Individual rooms are highly personalised and people decorate them as they wish with their own furniture, pictures and soft furnishings. The safe and accessible grounds are well used and people enjoy interacting with their neighbours in the community garden.

The provider is working on completing a planned full refurbishment of the home. The outside has been painted, the old office has been converted into an accessible bedroom and an upstairs shower room has been fully renovated. The RI told us about his plans to replace the flooring in the patio area, decorate bedrooms and the communal areas and replace the carpets throughout the home.

The provider has robust systems to ensure regular Health and Safety audits of the property are completed. Staff complete the required testing of fire safety equipment. Health and safety audits are routinely completed by the manager. Personal Emergency Evacuation Plans are up to date and available in emergencies.

The kitchen has a food hygiene rating of five. People are supported to do as much for themselves as possible and are encouraged to plan, shop for and cook their own meals.

Leadership and Management

The RI visits the service regularly and knows people well. There are effective systems in place to help the provider improve the quality of the service people receive. The RI completes comprehensive visit reports every quarter, his discussions with people and staff helps ensure the service is effective. People, their representatives, staff and associated professionals are involved in the six-monthly Quality of Care Review. This feedback and actions following any lessons learned help the RI to improve the quality of the service for people.

The manager has effective systems in place to ensure documentation is accurate and supports staff to enable people to achieve their outcomes. The manager usually divides their time between working directly with people and their administration duties. However, more recently they have spent more time supporting people due to recruitment issues that many in the sector are currently experiencing. The manager leads by example and has created a person-centred culture. They know people well; we saw many friendly and understanding interactions between them and people.

Support workers receive regular one to one supervision and value the supportive leadership at the service. They told us *“[Manager] is always there for us, no matter what”, “the door is always open and we can talk to [Manager] about anything” “She is very accommodating and finds a way to make things work”*.

The manager ensures the required recruitment and vetting checks take place before new employees start work. The effective induction process ensures new staff are equipped to successfully start supporting people. Creative ongoing training programmes helps support workers to successfully meet people’s needs and we were told, *“The face-to-face training is really good and a great refresher”*. Support workers register with the work force regulator Social Care Wales and are encouraged to develop further skills through professional qualifications.

The passionate and supportive staff team have worked together to ensure there are sufficient numbers of support workers available to meet people’s needs. The core of the staff team has worked at the service for years; they know people well and understand their specific needs.

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.

Area(s) for Improvement

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

	inspection	
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