



# Inspection Report on

**Penscynor House**

**Neath**

**Date Inspection Completed**

22/07/2024

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## About Penscynor House

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Care Without Compromise Limited
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	09 February 2023
Does this service promote Welsh language and culture?	This service is making a significant effort to promote the use of the Welsh language and culture or is working towards being a bilingual service.

### Summary

Pencynor House has a team of motivated staff who enrich people's lives. People are very happy and content at the home. Staff empower them to accomplish personal goals and experience new things. People have many opportunities to socialise with others and build community connections. Personal plans are detailed and outline clearly how staff should promote people's physical and mental health. People experience enhanced well-being through their relationships and interactions with staff. Staff involve people in decision-making, which gives them control and allows them to influence change.

The home is set within large, secure and attractive grounds that could be further developed. The accommodation is clean, spacious and well-equipped, so people can lead a comfortable, independent lifestyle. People take pride in their surroundings and will benefit from planned environmental upgrades. Equipment and facilities are properly maintained.

The home has an experienced manager and newly appointed Responsible Individual (RI). The RI and management team are highly respected and provide an excellent support network to staff. They have embedded a positive and compassionate culture which ensures people have the best possible experiences. Staff are trained to a high standard and know how to motivate and support people to develop their confidence and independence. The quality of the service is continually monitored.

## Well-being

People enjoy an excellent quality of life at Pencynor House. They have rewarding and fulfilling experiences as staff support them to maximise their potential. People have gained confidence and become more independent and socially active after completing educational courses and trying new and challenging things. People take part in meaningful activities and have holidays and parties to look forward to. Their physical and mental health needs are identified within up to date personal plans. People have access to medical and specialist services to promote their health and well-being. Staff work collaboratively with other agencies to help people achieve their goals. People contribute to the design and upkeep of the home, which gives them a sense of responsibility and helps them feel valued. Staff meet with people often to discuss their goals and review their progress. People have regular contact with family and friends.

The service promotes people's rights. Staff support people to make daily choices regarding where and how they spend their time. They also help people plan meals and activities they enjoy. Staff are committed to helping people develop and learn new skills that enable them to live as independently as possible. The service follows Deprivation of Liberty Safeguards (DoLS) procedures to ensure people are not restricted unlawfully. Any restrictions people face are outlined within personal plans and kept under review. The RI speaks with people about their experiences during visits and sets actions to drive improvement.

The environment is designed to meet people's needs and interests. Staff regularly spend time with people in indoor and outdoor areas as they complete various leisure activities and domestic tasks. Private and communal rooms are clean and well equipped, allowing people to relax in comfort and complete household tasks easily. There is a designated lounge for people to use if they need or want quiet time. The décor has some personal touches that give people a sense of belonging. People can easily and safely access outdoor space.

There are systems in place to help protect people from harm. The home is secure and appropriately maintained. Staffing levels are increasing, so absences can be covered more easily. Staff are recruited and vetted appropriately and know how to manage risks to people's safety and well-being. They have an excellent understanding of people's needs due to their well-established relationships and wide range of training. This includes bespoke training provided by the company's Positive Behavioural Support (PBS) practitioners. Managers hold individual and group meetings with staff more often than is required. These meetings allow staff to discuss their role in helping people have the best possible experiences. Standards of practice are monitored through robust systems of audit. The RI is in frequent contact with the home and provides a strong support network to the team. Policies and procedures are available to inform and guide safe practice.

## Care and Support

People receive a consistently good standard of care and support. Staff know what is important to people and how best to support them. This information is captured within detailed personal plans, which outline the strategies for managing risks to people's safety and well-being. The goals people want to achieve are also identified. People attend regular meetings to review their progress. Staff maintain electronic records of the support they provide. These show that people receive the right level of support to promote their safety, well-being and independence. The manager is working with staff to improve daily record-keeping, so all aspects of an individual's support are captured. Where people face restrictions, these are frequently reviewed and legally authorised.

People have formed strong bonds with staff based on mutual respect. They look to them for advice and guidance and enjoy positive, comforting interactions. Staff spoke confidently about the strategies they use to help people successfully overcome challenges. One staff member said, *"We've got an awesome bond with the residents"*. A professional also acknowledged partnership working as one of the team's strengths. People smiled proudly as they reflected with staff on their achievements. These include gaining qualifications, going out independently and becoming more socially active. It was clear that people have gained confidence following these experiences and feel motivated to continue their progress. Staff support people to keep in touch with family through letters, phone calls and visits.

People are encouraged to lead a healthy, independent lifestyle. Staff accommodate people's interests and routines in a structured yet flexible way. Each person devises a vocational planner that includes various activities and domestic tasks, such as shopping and cleaning. The home has pet rabbits which people take responsibility for looking after. Staff help and encourage people to plan and prepare their preferred healthy meals. Care records identify people's health needs and how these should be catered for. Staff support people to attend medical appointments and take their prescribed medicines. Medicines are stored and administered safely. Records confirm that people receive 'as required' medicines in line with their personal plans. Any accidents or incidents are recorded and audited by the manager every month.

People have opportunities to try new things. They are motivated by staff who share similar interests. People enjoy walking or driving to places of interest and going to college, bingo and other social events, such as discos. People told us they are looking forward to upcoming parties and holidays. One person reminisced fondly about their experiences during a previous holiday with staff. Review meetings consider the events and activities people have enjoyed and the options for the month ahead.

## Environment

The home has a spacious, private feel. It is set within large grounds which are accessed via an electronic gate and intercom system. High fencing and mature trees offer privacy to rear and front gardens. We saw people relaxing outside on the front patio. People help maintain the garden and clean out the rabbit hutches. Due to the size of the grounds, additional support is needed to ensure the gardens remain well tended. We found some areas to be overgrown and saw neglected items within a greenhouse. There is scope to further develop the grounds by adding more sensory stimulation and colour.

The accommodation has some personal touches that people can identify with. People's artwork and craft items are on display in various communal areas. We saw people using the leisure items within communal rooms, which are well presented overall. There are smaller, quieter areas where people can spend time if needed or desired. People's bedrooms are very personalised, containing many of their chosen furnishings and other treasured items. Some rooms are due to be renovated. People help design their own room by deciding how it is decorated and laid out. Where possible, adjustments to the environment are made to better accommodate people's needs. For example, a bedroom has been created in a new location to provide one person with more opportunities to socialise and observe everyday activity.

The service promotes a good standard of hygiene and infection control. We observed private and communal rooms to be clean and tidy. People contribute to the home's upkeep by completing domestic tasks with staff. A staff member told us people are benefiting from a new laundry system that minimises the handling of detergents. Hand sanitiser and personal protective equipment (PPE) are easily accessible. All staff complete infection control and food safety training. The manager carries out monthly infection control audits, the latest of which highlighted good practices.

The home is safe and well maintained. Senior staff carry out daily health and safety checks, which include testing water and fridge-freezer temperatures. The manager also completes an assessment of the premises during a monthly health and safety audit. Staff can request repairs through the company's maintenance department, and these are carried out in order of priority. Restrictors are fitted to windows above ground level to reduce the risk of people falling from a significant height. We found some hallways to be dim despite the time of day and use of lights. The manager and RI will therefore consider whether people need brighter lighting in these areas. Certificates confirm that gas safety and electrical systems are safe and have been inspected within recommended timescales. A new fire panel has recently been installed and work to replace fire doors has been arranged in response to the findings of a recent fire risk assessment. Personal emergency evacuation plans (PEEPs) can be accessed quickly and easily. Records confirm that regular fire drills are carried out.

## Leadership and Management

The RI was well prepared for the role and has provided seamless support to the service. The leadership team consists of the manager, deputy manager and senior support staff. They provide stability to the home and foster a culture that promotes positivity and success. A professional said, *“I have been very impressed and happy with the communication”*. Staff described an exceptionally supportive management team, with all leaders being visible, approachable and open to suggestions. Comments include *“Fabulous support from manager... always on the end of the phone”* and *“Amazing management – they’ll help you with anything”*.

The service has overcome recent challenges with regards to staff absence, with new staff due to start work imminently. This will allow the manager to work in a supernumerary capacity and prevent other team members working excessive hours to cover vacant shifts. Staff go through a robust recruitment process before starting work, which includes a Disclosure and Barring Service (DBS) check. The company employs its own PBS practitioners, so specialist support is available should staff need extra guidance or bespoke training. PBS practitioners hold regular clinics to test staff’s knowledge and understanding of people’s support needs and discuss any challenging aspects of care. Staff are supported to register with Social Care Wales (SCW) and must read and sign all policies and procedures and personal plans. Policies and procedures are clear, informative and consistent with current legislation and guidance.

Staff are highly motivated and feel part of a close-knit team with strong values. They said, *“Everyone’s a family, we all get along”* and *“Good team, like a second family”*. Staff complete a wide range of training and attend staff meetings every month, which exceeds legal requirements. These meetings allow staff to discuss people’s care and any challenges they are facing. They are also reminded about the expectations regarding their practice. Additionally, staff have supervision meetings more often than is required by the Regulations. These cover areas linked to their code of practice, such as safeguarding people in their care, core responsibilities and training and development.

People experience a reliable, high-quality service, as outlined in the home’s statement of purpose. This is a key document that explains what the home sets out to provide and how. Information about the home, including how to report concerns and provide feedback, is displayed in an easy-read format in the office. The RI formally assesses the quality of the service every three months, although visits the home much more frequently than this. The RI speaks with people about their experiences during visits and has a good understanding of their individual needs and goals. The RI sets actions to improve the service, which are duly completed.

### 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 inspection	N/A



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