



## Inspection Report on

**Rostley Care Home**

**29 Castle Pill Crescent  
Steynton  
Milford Haven  
SA73 1HD**

## **Date Inspection Completed**

02/09/2024

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## About Rostley Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Celtic Residential Care Ltd.
Registered places	14
Language of the service	English
Previous Care Inspectorate Wales inspection	09 August 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

People receive individualised care and speak positively about the service, a person who lives at the service told us, *"I love the place and if I didn't, I'd just walk out"*. The established team of staff understand people's needs and preferences, a care worker told us, *"It's lovely here. It's like one big happy family"*. The service is well led by the manager, who has created a positive and person-centred culture.

The building is homely and well maintained. People enjoy socialising in the communal areas and personalise their rooms as they choose.

The Responsible Individual (RI) completes quarterly visit reports. They work closely with a director who is well known by people who live and work at the service. Information from surveys and internal audits informs the six-monthly quality of care review.

## Well-being

People receive person-centred care and are supported in line with their needs. People remain as healthy as possible because the manager involves health and social care professionals. People do things that matter to them and are supported to maintain relationships with their family and friends. People value the positive relationships they have with the care workers. An individual said' *"You couldn't ask for better, the girls (care workers) are fantastic. I have no complaints at all here"*. People do not live in a service that offers an 'Active Offer' of the Welsh language, but this does not impact on their well-being.

People are protected because of the safe recruitment processes and care workers register with the work force regulator, Social Care Wales. People get the right care and support because of the service's effective induction and ongoing training programme. People are protected from abuse and neglect because care workers know which agencies they can report any issues to. People know the manager well and are confident to raise any complaints or concerns.

People live in a homely environment that supports them to achieve their well-being. People are relaxed and comfortable in the well-maintained communal areas, we observed lots of positive interactions between people and the care workers through the inspection. People can personalise their own rooms as they choose and are respected if they choose to spend time in their rooms.

People have a voice and input into the running of the service because they are involved in quality assurance. The RI identifies areas of the service to improve by analysing information from surveys and audits. The Quality of Care Review focuses on developing the service to improve outcomes for people.

## Care and Support

People are very happy with the person-centred service that supports them to achieve their individual goals. People are supported by a familiar team of care workers, who understand their specific needs and preferences. We saw many friendly and caring interactions between people who live and work at the home. An individual told us *“The girls (care workers) are so wonderful, they all go way and above what is expected of them”*.

Enthusiastic care workers are positive about their roles and the work they do, one said, *“It’s lovely here, I genuinely love coming into work. There are lots of different characters and you can have a good laugh”*.

The manager involves people, their representatives, care workers and professionals when developing personal plans. Plans are reviewed every three months to ensure information is accurate and effectively guides support workers to meet people’s needs. Risk assessments help to keep people safe and focus on encouraging people’s independence. The manager ensures any restrictions to people are done so legally, with the correct documentation in place. Daily notes record the care and support completed and an account of the day from the perspective of the person.

Medication storage, administration and recording systems are in line with national guidance. Senior care workers ensure medication is managed appropriately and take time to give people the right dose of medication at the right time.

People have different options to take part in day-to-day activities, socialise with one and other or to spend time alone. An individual told us *“I like my own company but they always check in with me and have a cup of tea and a chat, we have a laugh”*.

## Environment

The service is homely and well maintained. People are relaxed in a familiar environment and enjoy spending time interacting with each other in the communal areas. Individual rooms are personalised with family photos, soft furnishings, televisions and technology. An individual told us, *I'm in a great place. It's nothing like a care home here, you just feel at home, like a family*". People also enjoy accessing the garden and patio area in the warmer weather.

The provider has an ongoing maintenance programme to ensure equipment is readily available and the décor of the service is to a high standard. We were told that any issues with the building are acted upon quickly and repairs are completed promptly.

Regular Health and Safety audits of the property are completed. Testing of fire safety equipment is up to date. Personal Evacuation Plans are individualised and available in emergencies.

The kitchen has a food hygiene rating of five. People are positive about the home cooked meals and the availability of alternative dishes if they choose. An individual told us *"The food is excellent and if I don't like it, I can always ask for something else"*.

## Leadership and Management

The provider has arrangements in place for monitoring, reviewing and improving the quality of the service. The RI visits the service regularly, they record their visits but intend to improve these by recording more detailed feedback from people and staff. They continue to work closely with a director of the service and both are described as accessible. A care worker told us, “[RI] and [Director] always have nice conversations with us and if anything is needed, they’re on it straight away”. The RI is currently analysing data and feedback from people before writing their next six-monthly Quality of Care Review.

The manager divides their time between working directly with people and their administration duties. They are well known by people who live at the service; we saw many open and friendly discussions between them throughout the inspection. An individual who lives at the service told us “[Manager] is brilliant and so much fun, she’s a card alright”. The manager has created an understanding and person-centred culture at the service. Care workers describe the manager as professional and very supportive; a care worker told us, “She’s (manager) brilliant and will do what she can for us. She knows the residents well and leads by example”.

The required pre-employment checks take place before new staff start work. Care workers register with the workforce regulator Social Care Wales. New staff receive an induction and shadow an experienced member of the team to help them understand their role. A care worker told us “The shadowing gave me a chance to get to know the residents individually”. Care workers receive regular supervision with the manager that focuses on the people who live at the service. Ongoing development is a mixture of E: Learning or face to face training and care workers describe it as helpful.

There is a stable team of care workers, who offer people a consistency of care, which has helped to create long lasting relationships the people value.





### 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	N/A

	inspection	
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