



Inspection Report on

Parc y Llyn Nursing Home

**Parc Y Llyn Nursing Home
Ambleston
Haverfordwest
SA62 5DH**

Date Inspection Completed

23/05/2024

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About Parc y Llyn Nursing Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Van Dyk Healthcare (Dragon) Ltd
Registered places	50
Language of the service	English
Previous Care Inspectorate Wales inspection	4.4.2023
Does this service promote Welsh language and culture?	The service is working towards providing an 'Active Offer' of the Welsh language. It demonstrates a significant effort to promote the use of the Welsh language and culture.

Summary

People receive care from a team of staff who are effectively led by an experienced and motivated manager. The Responsible Individual (RI) has a high level of confidence in the manager and her deputy, and the manager, in turn, feels well supported by the RI.

Care workers are suitably trained and supervised and work well together as a team. They have good relationships with people and know what and who is important to them. Relatives feel the decision for individuals to move to Parc y Llyn has been the right one, and they have confidence in the staff team, with one describing an individual's care as "*superb*".

Comprehensive support plans, alongside the knowledge care workers have, means people receive person centred care from a service which seeks ways to improve the quality of care.

Well-being

People are safe and protected from abuse, harm and neglect. Care workers have completed training in safeguarding and know how to report any concerns they may have. They are confident the manager would promptly deal with any concerns raised. The front door is kept locked, and some relatives have access to the codes to enable them to come in and leave the service without assistance from staff. Parts of the service are separated with coded door locks. The manager has agreed to monitor the use of these locks to make sure any restrictions placed on people are both proportionate and lawful.

The environment contributes to some degree to people's wellbeing. The service is clean and generally well maintained. People's rooms are personalised, and a memory wall has been painted, with more planned.

Relationships between people and those who care for them is good. Interactions are friendly and relaxed with some shows of affection which demonstrate a rapport has been built up. Care workers know people well and try to engage with them by doing, and talking about things that matter to them. Staff told us how one person loves singing and spoke warmly about the impact music has on them. Relatives have a high level of confidence in the staff team, with one saying how staff "*went above and beyond... nothing but good to say*". Care workers are, in turn, motivated in their work and spending time with the people they care for.

Efforts are being made for people to communicate in Welsh if they choose to do so. There are some Welsh speaking staff and some who are learning. Some care workers are learning from people who have made Parc y Llyn their home.

People can do some things that matter to them and there are plans to increase the amount of time allocated for activities. Care is not rushed, with care workers working well together as a team.

Care and Support

Care records are comprehensive and person centred. They contain the information needed by care workers so they know how care and support is to be offered to meet individuals identified needs. Care plans and risk assessments are written for a range of areas, including communication; pressure area care; oral care and mobility. Daily records demonstrate people's repositioning and hydration needs are met. Most of the daily entries are person-centred and the provider has agreed to continue to discuss with care workers, the importance of using person-centred language. Care workers have time to read the records and consider they have the information they need. At the last inspection, we saw some people had a helpful 'This is me' document which sets out what and who is important to the individual. During this inspection, we saw some, but not everyone has this document and the provider has a plan in place to make sure this document is available for as many people as possible, involving both the person and their family.

People's physical health needs are met. A registered nurse is on duty at all times and offers advice and guidance to care workers as necessary. Care workers are trained in first aid and know how and when to ask for help. There is enough repositioning equipment and records show repositioning is generally carried out in the time frames set out in the care plans. Some people have been assessed as needing two care workers to assist them with personal care, and the correct number of staff are always present. A district nurse visits regularly and appointments are arranged with other health professionals as necessary.

There are some opportunities for people to do things they enjoy. An activities worker is employed but sometimes they are required to work as a carer. The activities worker aims to engage with people either in small groups or individually. For people who receive their care in bed, the activities worker spends time reading, doing hand massage or whatever the person chooses or needs.

Special events are celebrated with different themed nights, including food and activities. Individuals' special events are also celebrated, including flower arranging for birthdays, and celebration cakes. There are plans to increase activities so there is something taking place every day. Notes from activities are stored separate to the care records meaning not all staff have a complete record of how people have spent their time. But the records are considered when care plans are reviewed.

There is an understanding of the importance of good nutrition with the catering team taking great pride in their work. People are encouraged to use the dining room, although there is not enough room in there for everyone. Meals are made using fresh ingredients and appear appetising. Relatives appreciate being able to assist people with their meals as necessary. Food is available outside mealtimes and ways to encourage people to eat have been considered, with people being offered and encouraged to eat small bars of chocolate to increase their calorific input.

Environment

People live in a service which is suitable for their needs. A lift and stair lift makes sure people can safely move between floors.

The service is generally clean and there are no malodours, but greater attention to detail is needed in some areas to make sure dusting is done and that curtains are hung properly. Some care workers would like the carpets to be replaced with hard flooring as moving hoists on the carpets can be difficult.

There are several communal areas as well as a conservatory and dining room for people to spend time with others. The dining room is not big enough for everyone to eat their meals, but some people choose to have their meals in either the lounge areas or their bedrooms. There are plans to increase the space for dining.

Some bedrooms have ensuite facilities and many have been personalised with ornaments, photographs and soft furnishings.

The grounds are extensive and people spend time sitting outside when the weather permits. During the inspection the grass was being cut and some external work was being done as part of routine maintenance.

The kitchen has been awarded a score of two by the Food standards Agency. This means that improvement was considered necessary. During the inspection, the manager said the remedial work has been completed and a reinspection was planned. The kitchen appears clean and catering staff have the equipment they need to carry out their duties. Food stored in the fridge is covered and labelled.

Leadership and Management

The responsible individual (RI) has good oversight of the service and visits regularly. They have regular contact with the manager and offers timely support. The reports written by the RI show people and workers are consulted about their care.

The RI has a high level of confidence in the manager, and the manager, in turn has confidence in the deputy resulting in a strong and cohesive leadership team who share the values for the service in respect of person-centred care. The manager has a focus on quality and the Quality Assurance report written is detailed and reflective, but doesn't contain all of the required information.

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

Supervision is carried out and the matrix shows this is largely up to date. Care workers feel able to raise any ideas or concerns they have with their supervision and say they get constructive feedback on their work. During supervision, a range of areas are discussed, and these include documentation; training; pressure area care; moving & handling and safeguarding.

As well as supervision, staff meetings take place and these are used as a forum for more informal training and to talk about any areas care workers want to discuss and share experiences.

There is a strong focus on developing a skilled workforce, and training is carried out in a range of areas including moving & handling; dementia; pressure area care and communication. Training is mostly up to date and care workers feel they have the training they need to safely and effectively care for people.

There are some robust processes in place to make sure equipment and services are regularly checked. These include checks of beds, bed rails, hoists and fire safety checks.

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. 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
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N/A	No non-compliance of this type was identified at this inspection	N/A
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