



Inspection Report on

Pinehurst Rest Home Limited

**Pinehurst Rest Home
22-24
Esplanade Avenue
Porthcawl
CF36 3YU**

Date Inspection Completed

29/04/2024

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About Pinehurst Rest Home Limited

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Pinehurst Rest Home Limited
Registered places	11
Language of the service	English
Previous Care Inspectorate Wales inspection	13/10/2022
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 living at Pinehurst Rest home receive very good person-centred care and support. The majority of care staff have worked at the service for a number of years. This enables staff to know the people they support very well and are familiar with their needs and routines. People living at the home are able to access their community and participate in activities of their choosing. People told us they are very happy living at the service and are supported to live active lives. People's relatives also provided complimentary feedback regarding the service their loved ones receive. One relative said, "*staff go above and beyond every day.*"

Details of the care and support people require is clearly documented in their personal plans. Care documentation is reviewed regularly to ensure it remains current. Care staff feel they are supported by the management and are happy working at the service. Staff report team morale as being "*excellent.*" Suitable governance arrangements are in place, helping the service run smoothly. The Responsible Individual (RI) has good oversight of the service and regular quality assurance monitoring takes place. The environment is clean, comfortable and well-presented. Regular audits and an ongoing maintenance programme ensures the environment is safe.

Well-being

People's overall well-being is promoted by a service which provides very good care and support. People have a voice and are treated with dignity and respect. Care staff have very good knowledge of people's routines as well as what is important to them. A superb range of stimulating activities within the home and community are sought, and the service considers outcomes to ensure these experiences are extremely positive. A highly committed and consistent team of staff are familiar with how people communicate, this supports choices and decision making. Care staff provided positive feedback about working at the home, one staff member said, *"I love it here"* another staff member said, *"it does not feel like I am coming to work sometimes, it's a pleasure to work here."* People are encouraged and supported to be as independent as possible. People are listened to and have influence over the care they receive. People can choose where and how to spend their day and are treated in a caring and respectful way. There is an excellent rapport between care staff and people.

Care staff promote people's physical and mental health. They arrange appointments with health professionals promptly when needed. Visiting arrangements for family and friends are flexible. People told us their families and friends can visit when they choose. Nutritional needs are considered and met well. People benefit from a balanced diet and varied menu. Kitchen staff have a good knowledge of people's dietary needs including any specialist requirements. We observed a pleasant and relaxed atmosphere during the lunchtime experience. People are provided with a choice of food options and meals can be eaten in the dining room, lounge, or people's own rooms as they choose.

The management team and RI gather regular feedback to ensure the care provided meets expectations. Good medication management arrangements are in place. Medication is securely stored, and people receive their medication as prescribed. A clean, comfortable environment helps support people's well-being. The home is well maintained. Bedrooms are personalised to people's preference and there are sufficient communal areas available. Regular health and safety audits and cleaning schedules promote safety and good standards of cleanliness and hygiene.

Care and Support

People receive care and support to a high standard which is specifically tailored to meet their individual needs. Care staff spend purposeful time with individuals, making sure they are always familiar with their wishes and preferences. Assessments are completed prior to people coming into the home ensuring the service is able to meet individual needs and support people to receive care and support to achieve personal outcomes. Personal plans are very detailed and person-centred. Plans clearly outline the level of care and support people require enabling care staff to best support them. Information recorded in personal plans include care plans, risk assessments and management plans. Care staff complete daily recordings which are accurate and give a detailed account of care and support provided. Reviews of care documentation take place monthly, updates are implemented if needed. Deprivation of Liberty Safeguard (DoLS) authorisations are in place for people who lack mental capacity to make decisions regarding their care and support. These authorisations ensure care and support provided which may deprive people of their liberty is legal.

People living at the home presented as relaxed, happy, and comfortable in the presence of care staff. We witnessed positive interactions during the inspection and observed care staff supporting people in a dignified manner. Staff speak in a friendly, caring, and respectful way and people responded positively. People living at the home told us: *“Staff are very good and vary caring”* and *“I feel very well looked after, I feel safe and that's what's important.”* The service has an activities worker who runs a range of activities within the home. Activities are undertaken in a relaxed environment. People and their families are very happy with the care and support provided. Relatives spoke highly of staff stating, *“they are fantastic”*.

Effective systems are in place to ensure medication is stored and administered safely. Medication is frequently audited to identify and address any issues. We looked at a number of medication administration recording (MAR) charts and found people receive their medication as directed. Information recorded on people's personal plans show they have good access to health care professionals when needed. We saw evidence of appointments with professionals such as GP's, Dentists and Opticians. Safeguarding procedures are in place to safeguard people. Staff can identify when people may be at risk of harm or abuse. Care staff we spoke to are aware of their personal responsibilities in keeping people safe and told us they would report any issues of concern.

Environment

People live in an environment which supports their wellbeing. The home is well presented. Staff follow a cleaning schedule which promotes good standards of cleanliness and hygiene. Bedrooms are individualised to people's tastes, containing photos and decorations which make the environment feel homely and familiar. There are sufficient toilet and bathing facilities as well as specialist moving and handling equipment such as hoists for those who require it. The home has a kitchen/dining room and two lounge areas, where people can choose to spend their time and undertake activities. People told us they are happy in the environment they live in.

People are cared for in safe and secure surroundings. Entry to the home is secure, with visitors having to sign in before entry and sign out on departure. Ongoing checks and maintenance ensure the environment remains safe. People's personal information, together with employee personnel records, are stored safely, and are only available to authorised members of the staff team. We saw records of routine utilities and equipment testing. Fire safety tests and drills are completed. Personal emergency evacuation plans (PEEP's) provide guidance on how people should be safely evacuated in the event of an emergency.

People's wellbeing is supported by a pleasant environment. The home has a well-presented garden with seating available. This provides a space where people can relax or participate in activities. The service has been awarded a score of five by the Food Standards Agency, this suggesting hygiene standards are very good.

Leadership and Management

Care staff feel supported within their roles and are trained to meet the needs of the people they support. Care staff we spoke with say they enjoy working at the service and provided complimentary feedback regarding the manager. One staff member said, *"I can go to the manager about anything, nothing is too much any problems get dealt with fast."* Another said, *"the manager's care and empathy is amazing she is fabulous."* We looked at information relating to supervision and appraisal records and found care staff receive the required levels of formal support which corresponds with the positive feedback we received. Overall, staff recruitment files contain the required information and checks to ensure staff hold the necessary skills and are of good character. Records show staff have an induction and training. Care staff told us they receive sufficient training to carry out their duties effectively and safely.

There is a clear staffing structure in place and staff we spoke with understand their roles and responsibilities. We saw staff are registered with Social Care Wales, the workforce regulator. This is done to ensure staff possess the relevant skills and qualifications needed for working in the care sector. Staff turnover is minimal. This is positive as the service can provide good continuity of care.

There are systems and processes in place to monitor, review and improve the quality of care and support provided. The manager/RI has oversight of the service. Policies and procedures underpin safe practice, they are kept under review and updated when necessary. We saw evidence the RI regularly meets with people and staff to gather feedback to inform improvements. The quality of care provided is reviewed in line with regulation and a report is published on a six-monthly basis. This report highlights what the service does well and any areas where improvements can be made. Complaints, reportable incidents, and safeguarding matters are recorded and processed in line with policy. Other written information we viewed included the statement of purpose and service user guide. Both these documents are reflective of the service provided and contain required information.

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

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