



# Inspection Report on

**Pentwyn House Nursing Home**

**Pentwyn House Nursing  
166 Marshfield Road  
Marshfield  
Cardiff  
CF3 2TU**

## **Date Inspection Completed**

10/07/2024

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## About Pentwyn House Nursing Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Pentwyn Care Ltd
Registered places	43
Language of the service	English
Previous Care Inspectorate Wales inspection	06 December 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 are very happy with the care and support they receive and the environment they live in. People's expectations of the service are achieved and frequently exceeded. The outcomes people would like to work towards are consistently achieved. People's choices dictate the support they receive and the overall way the home is run. People spend their time doing things which are of interest to them. Activities people choose are arranged on group and one to one basis, regular entertainers and groups of interest attend the home.

The service benefits from a truly positive, inclusive culture. Care staff are knowledgeable, confident, motivated, and enjoy working at the service. The management team are committed to providing the very best standards possible, they are visible around the home and have positive relationships with residents and staff alike. Care staff are safely recruited, they feel extremely well supported, and are encouraged to progress within the care sector. The responsible individual (RI) is usually based at the service and with support from the director of operations, has a highly effective oversight of the management of the home.

## Well-being

Outcomes for people who use services are consistently achieved and of high-quality. The service is adept at supporting people who have come to the home with high levels of anxiety and distress. We saw one person who had just moved into the home receiving excellent support from care staff who are understanding, compassionate, skilled, and patient. This was highly effective in reassuring the person and distracting them from troublesome thoughts. The home had promptly referred the person to health professionals who were working with them in the persons best interests, including an urgent review of their medication. The service actively seeks out new or alternative options to support people to have positive experiences and improve their quality of life.

People have control over their day-to-day lives as much as possible. People are involved in decisions about the home, such as décor of communal areas, events, and activities. The accommodation is designed to help people to achieve positive outcomes. The home is clean, comfortable and bedrooms reflect individuality.

People enjoy living at the home, one person said, *“This is my home, I know I am okay here. The care staff here are fabulous. It is not like a nursing home; it is always so clean and tidy. I have regular visitors and have made good friends with other residents. The nurses really are superb.”* Another person told us *“Staff are friendly and attentive; they are all so kind and caring. I am very well looked after here, and the food is superb.”* A visiting family member told us *“We are very impressed; the standard of support is superb. The manager is wonderful, so warm and friendly. The food is excellent, as is the hygiene throughout the home. There is always a lovely atmosphere here.”*

Care staff know people well, they consistently promote people’s physical and mental health. Appointments are arranged with health professionals promptly when needed. Advice and guidance from visiting professionals is acted on and evidenced in people’s plans. A range of stimulating activities are arranged for those who choose to get involved. People are encouraged to make suggestions for activities or trips they would like. A hairdresser visits the home every month.

Staff protect people from the risk of harm. Staff know what to look out for and how to report any concerns. Care staff are trained in the safeguarding of adults at risk and the service has policies and procedures which are aligned to current guidance and best practice.

## Care and Support

The manager considers a range of information about new residents before they come to live at the home. This ensures the service can meet people's needs and preferences. People have friendships within the home which promotes their well-being. Care staff know the people living at the home well and treat them with compassion, dignity, and respect. People told us care staff are always quick to help with anything they need. Good consultation arrangements ensure people can express their views. People have choices about the activities they engage in, menu options, and their daily routines.

Personal plans contain important information on people's care preferences and needs. Plans contain important information about each person's life story, including family, employment, and hobbies. This allows care staff to get to know the person better and offers points of discussion for them to follow. The plans evidence best practice by focussing on what the person can do for themselves in each identified area before informing care staff how best to support them. The level of detail is very good, with clear explanations of how best to support each person according to their needs and wishes.

Care records and recording charts are completed to evidence people are being supported as described in their personal plans. Referrals are made to health and social care professionals promptly when required. People are registered with a local general practitioner (GP) who visits the home every week to review residents who require it. All appointment records and outcomes for review are recorded in the daily notes. People are encouraged to maintain a healthy weight as part of a healthy lifestyle.

We observed the lunchtime meal experience which people clearly enjoyed. A choice of nutritious meals is offered, and support is provided as required. People are encouraged to be as independent as they can be whilst eating to maintain their skills. Support that is given during this sociable relaxed time of the day, is done so sympathetically to people's needs.

Systems are in place for the safe management of medication. Care staff support people with their medication, which helps to maintain their health. Most medication records are completed accurately, but the effectiveness of as required medication is not always recorded. The manager assured us this would be addressed. Infection prevention and control procedures are good. Personal protective equipment (PPE) is situated in stations around the home for staff to use and dispose of as required.

## Environment

The environment supports people to maintain their well-being and achieve their desired outcomes. The layout of the home, together with the provision of aids and adaptations, helps promote independence. The home is clean, tidy, and well maintained throughout. Residents requested an ice cream parlour in memory of a previous resident. This has been tastefully incorporated into the dining area. The conservatory has comfortable seating and coffee making facilities which is an area often enjoyed by visitors with their loved ones. Communal areas are arranged to promote people socialising in small groups of their choice.

People's bedrooms are personalised to their own taste, people have family pictures, posters, and ornaments in their rooms. The home is well equipped and spacious. Furniture and fittings are all in good condition. Communal bathroom, and shower room facilities are provided to meet the needs of people living at the home. The housekeeping team maintain good levels of cleanliness and hygiene throughout the home.

The outdoor space is laid mainly to lawn which is well maintained. Level paving and patio areas allow people to sit out or walk around the garden. Sturdy garden seating is provided around the garden and under the pergola. Residents chose to have a fishpond with a water feature which has now been provided and is a tranquil place to sit and relax.

Potential environmental risks are assessed, and measures put in place to manage the identified risks. Regular audits are carried out on the environment to ensure safe standards are maintained. The front door is kept locked, and our identity was checked on entry. Care staff follow procedures to ensure safety is maintained. We viewed the maintenance file and saw all serviceable equipment had been checked to ensure its safety. Regular checks of the fire alarms are completed, and staff are trained in fire safety. People living in the home have a personal emergency evacuation plan to guide staff on how to support them to leave the premises safely in the case of an emergency. The home has a rating of five from the food standards agency which means food hygiene standards are very good.

## Leadership and Management

People benefit from outstanding leadership and management at the home. The (RI) is usually based at the service and with support from the director of operations, has a highly effective oversight of the management of the home. Robust governance arrangements are in place. Quality of care reports are detailed, reflective and informative. These reports are completed twice yearly and celebrate positive achievements, as well as clearly planning for agreed improvements to be made. The management team work closely together, in recent years they have created and maintained an extremely positive culture at the home. The management team are noticeably visible around the service and provide a supportive and always encouraging presence.

Care staff are highly motivated and appreciate the support they receive from the management team. One care worker told us *“I am so well supported in my job, the career development is excellent, they always take time to explain things and improve my knowledge and understanding. Teamwork is fantastic, we all have the residents’ best interests at heart.”* Another care worker said *“Everything is really well organised, and the management are all very helpful. I can go to any of them with a query or request and they always have time to listen and help.”*

Frequent team meetings are held, where ideas are promoted, and all staff have input into the way the home is run. The team communicate effectively and are constantly looking to find ways to improve the service and deliver high-quality outcomes for people. Sufficient staffing levels are provided to meet the care needs of people living at the service. People are supported by care staff who are kind, knowledgeable and competent. Care staff respond to requests from people in a timely manner and interactions are friendly, encouraging, and respectful.

Care staff are safely recruited. The staff files are well organised, and contain the required information, including Disclosure and Barring Service checks and professional registration with Social Care Wales, the workforce regulator. Care staff complete a range of training courses, including regular refresher courses in mandatory areas such as safeguarding people at risk of harm. Care staff receive one to one supervision which provide staff with the opportunity to discuss any concerns or training needs they may have and allow their line manager to provide feedback on their work performance.

### 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. 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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