



Inspection Report on

The Grange

Carmarthen

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

25/07/2024

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About The Grange

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Consensus Support Services Limited
Registered places	6
Language of the service	Both
Previous Care Inspectorate Wales inspection	13 February 2023
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

People are positive about the service they receive. We observed many friendly, caring and understanding interactions throughout the inspection. Knowledgeable and enthusiastic support workers have developed positive and meaningful relationships with individuals who live at the service. Person-centred plans are highly individualised and effectively guide support workers on how best to meet people's needs.

The environment is homely and well maintained by the provider. Individual rooms are highly personalised and a reflection of the people who live in them. Accessible communication tools are available for people to maintain their independence.

The service is effectively led by an accessible and supportive manager. They know the people who live at the service well and promote a person-centred culture. The provider has very good oversight of the service with quality assurance systems that focus on continual improvement.

Well-being

People receive personalised care and support, they can access different opportunities that enhance their well-being. Support workers encourage people to do things that matter to them in the service and in their local community. People remain as healthy as possible because the manager involves health and social care professionals. People, their representatives, support workers and professionals are involved in developing personal plans. People are able to set goals that are meaningful to them with support from their key workers.

People contribute to decisions that affect their lives as much as possible and are supported to work towards their own individual goals. Support workers understand people's needs and take time to develop positive and trusting relationships with each other. People can choose to talk in Welsh or English, and the service uses many creative and accessible methods of communicating with people.

People are relaxed in the service and make the home their own. The building is well maintained to support people to be as safe and as independent as possible. People can do things that matter to them such as interacting with each other, sports, playing computer games, relaxing and enjoying outside spaces. The provider considers people's personal circumstances by ensuring the home and people's rooms promote their individual well-being.

People are protected from harm because staff recruitment processes and training ensure they get the right support. Support workers receive a comprehensive induction and shadow experienced staff to get to know people. Ongoing professional development is encouraged and the manager supports all staff to register with the workforce regulator, Social Care Wales. People are protected from abuse and neglect because staff are fully aware of their responsibilities to raise concerns.

There is a person-centred culture at the service. People have a voice because the Responsible Individual (RI) knows them well and involves them in quarterly Regulation 73 visits. This information is recorded in a report with a clear action plan and is used to help inform the six-monthly Quality of Care Review.

Care and Support

People are very happy with the care and support they receive. They are supported by a team of passionate and dedicated workers who understand each person's specific needs and preferences. We observed many positive and meaningful interactions between people and all staff throughout the inspection. Support workers skilfully use a combination of sign language, picture exchange and both Welsh and English language to ensure communication is effective. When discussing people who live at the service, a support worker told us *"I love the interaction with people and how happy they are"*.

The provider has introduced an effective electronic planning system. People, their representatives, support workers and associated professionals are involved in the development of personal plans. Documentation is up to date, with accurate guidance on how best to support people to achieve their individual outcomes. When reviewing personal plans the manager evaluates information from staff and key worker reports. Positive risk assessments help to maintain safety while promoting people to be as independent as possible. Health and Social care professionals are involved and their advice is reflected in plans. Key workers conduct monthly review meetings with people to help them assess, review and alter goals they are working towards. We saw staff supporting people in line with the specific guidance detailed in their personal plans. A care worker told us *"They (personal plans) are thorough and useful"*.

The service promotes people to be as active as possible and aims to do things that meets their individual preferences. People enjoy a variety of activities outside of the home such as; swimming, shopping, eating out and walking in local beauty spots. People do things at the service, such as; cooking, gaming, gardening, exercising, watching TV, arts, crafts and spend quiet time alone.

The service has recently recruited new staff to ensure there are sufficient numbers of care workers available. The manager clearly allocates support workers in line with people's needs to enable them to do things that are important to them.

Environment

The service is well maintained, homely and supports people to safely achieve their individual outcomes. People are very relaxed and comfortable around their home. The décor reflects people's preferences. There are many spacious areas for people to socialise with each other or to spend time relaxing quietly. The provider has also renovated one of the communal living areas, installed a new kitchen and is intending to make further improvements to the décor and external spaces at the home.

People personalise their rooms by choosing their own colour schemes, furniture, photographs, ornaments, fitness equipment and technology. People enjoy spending time in the grounds doing gardening, sports activities and relaxing in the patio areas. Inclusive communication tools such as pictures and symbols are carefully placed around the home to encourage people to maintain their independence.

The provider has robust systems to ensure regular health and safety audits of the property are completed. Staff complete the required testing of fire safety equipment. Health and safety audits are completed by senior staff throughout the year. Personal Emergency Evacuation Plans are up to date and available in emergencies.

The kitchen has a food standard rating of five. Support workers encourage people to do as much for themselves as possible when planning, shopping and cooking meals.

Leadership and Management

There are highly effective arrangements in place for monitoring, reviewing and improving the quality of the service. The provider has introduced a quality assurance system, with detailed audits and action plans to address any identified issues. The RI is well known by the people who live and work at the service. The RI's statutory quarterly visits are comprehensive, they review numerous audits, involve people and staff. A support worker told us *"She (RI) is very nice and friendly. She is always polite and fair"*. Information from quality audits, along with any lessons learned and feedback from people, their representatives and professionals is used in the six-monthly Quality of Care Review.

The manager has effective systems in place to ensure documentation is useful, up to date and supports staff to help people achieve their outcomes. The manager leads by example to create a person-centred culture and knows people well, we saw many relaxed and friendly interactions between them and people. They are accessible and supportive of people who live and work at the service. A support worker told us *"She (manager) is really helpful and supportive. She has the right values and cares about us all"*.

Records show staff receive regular supervision and annual appraisals but staff appreciate the manager's open door policy. A support worker said, *"[Manager] is always available for us all, especially the people we support"*. Support workers have a good understanding around safeguarding and are confident to report any concerns they might have to the manager, provider or local authority. Policies and procedures are in place to guide support workers and they have a good understanding of the key ones.

Pre-employment checks such as references, right to work and Disclosure and Barring Service (DBS) take place before new employees start work. New staff receive a comprehensive induction and shadow an experienced member of staff, which prepares them for their role. Support workers receive a combination of online and face to face mandatory training. Person specific training also helps support workers to effectively meet people's individual needs. A support worker told us, *"The training is really informative"*. The Manager assists support workers to register with Social Care Wales and promote further skills through professional qualifications.

The manager ensures there are adequate numbers of support workers available to meet people's individualised needs and promote choices. People are supported by familiar and consistent support workers.

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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Date Published 02/09/2024