



Inspection Report on

Coalbrook Care

**39 Coalbrook Road
Pontyberem
Llanelli
SA15 5HU**

Date Inspection Completed

29/08/2024

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About Coalbrook Care

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Reflect Education Ltd
Registered places	8
Language of the service	English
Previous Care Inspectorate Wales inspection	17 January 2023
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 in Coalbrook receive support from a care staff team who feel well supported by the management and are motivated to provide the best support to people in their care. Individuals can do things they are interested in.

Care staff have information in personal plans to support people how they want to be supported. Developing service provider personal plans will enhance this. Teamwork is evident and makes sure people get the right support when they want it. In turn, care staff have training opportunities to enhance their skills and knowledge.

There are clear arrangements in place for the oversight of the service. The responsible individual visits regularly. The quality of the service is reviewed taking into consideration the views of people living and working at the service. People live in accommodation suitable for their needs and maintained to a very high standard.

Well-being

People have choice and control over their day-to-day life. This includes what they want to do during the day, meals and drinks they would like and where they spend their time in the service. They are consulted about the support they want and are supported by a dedicated team who know people's individual circumstances very well. People who need it have support to help them make important decisions and have their voice heard. Information is available about what to expect living in Coalbrook. People can contribute ideas and their views on the service through regular resident meetings and surveys sent out to people involved in the service. People and care staff can converse in Welsh. The RI is looking at ways to improve provision of the 'Active Offer' of the Welsh language where people can receive their service in Welsh.

People are supported to remain healthy and active to promote their wellbeing. Contact with family and friends is strongly encouraged and appreciated. A comment from family confirmed "*I can't think of any ways to improve the service.*" People are supported to take part in group activities at the service or in the community. They are also supported to do things they enjoy on an individual basis including going shopping, to the café, out for walks or attending day services. They were keen to show us art and craft work they have done and show us things important to them. Support is provided from a committed staff team who consistently tell us staffing numbers and teamwork is exceptionally good. This means people get the support they want when they need it as we saw during our visit. Referrals are made to health and social care professionals in a timely way and people have support with their medicines as prescribed.

Measures are in place to keep people as safe as possible. Care staff know what to do and who to report to if they are concerned about the well-being of people. They have training relevant to the needs of the people they support. Care records are kept up to date for staff to follow. Recruitment practices help ensure people are kept as safe as possible. The accommodation suits people's needs. Health and safety checks are carried out and the RI has given assurances fire drills will take place regularly further ensuring people's safety.

Care and Support

People receive care and support from a kind, knowledgeable staff team who work hard to make sure people are supported to achieve their personal outcomes. We observed a relaxed atmosphere with a lot of laughter and lovely interactions between individuals and care staff. It was clear they were very comfortable in their presence. Care staff know each individual and what is important to them. They strive to work with them to help them achieve their personal wishes and aspirations. Our observations and comments from care staff and family demonstrates the commitment of the care staff. Comments include *“my job is to make a difference to the lives of people I care for,”* *“the residents we care for are all very special to the staff.”* Family comments include *“staff go above and beyond and are so friendly and welcoming”* and *“I can’t fault the staff.”*

Mealtimes are social occasions. We saw people sitting together, all eating different meals of their choosing. There is a menu, but care staff told us people can have what they want further demonstrating a person-centred approach to supporting people. Support for people needing help to eat and drink is unhurried with care staff chatting to individuals making the meal experience the best they can.

Care records are in place and contain information for care staff to follow. They are reviewed regularly to make sure they reflect people’s personal outcomes. Whilst information is provided by placing authorities, the service provider should develop individual personal plans and keep them under review. Assurances were given this will be addressed. Risk assessments are in place to keep people safe and promote independence. Where people lack capacity, decisions are made to support their best interest and ensure least restrictive practices.

People are supported to access health care when needed. Care staff are proactive in identifying issues and seeking support from relevant professionals to make sure people remain as safe as possible. This includes the use of equipment to promote health needs. Discussion with care staff and records seen confirm this. Medication is stored in a locked cupboard. The sample of medication administration records (MAR) we saw were completed fully evidencing all medication has been given as prescribed. Audits take place and care staff have training to make sure this practice remains safe.

Environment

People are supported in a location and environment to meet their needs. They have access to equipment to help them achieve their personal outcomes. Records show the equipment is regularly serviced and training is provided for care staff to ensure people are kept as safe as possible. The position of the service means the local community and facilities are easily accessible. Vehicles are available for people to access the wider community.

Accommodation currently occupied is all on the ground floor. We saw people moving freely around spending time where they wanted. Some were socialising at the dining table, some resting in the lounge and others spending time in quiet areas as was their preference. The layout of the service encourages socialising as well as having private areas for people to enjoy on their own or with their visitors. Bedrooms are individually decorated to an exceptionally high standard. People spoke enthusiastically about their bedrooms and the items of importance to them which were evident, promoting their lifestyle and choices. The kitchen area is large promoting communal cooking.

There are extensive garden areas which are accessible for people to enjoy. They are maintained to an extremely high standard. People are supported to be involved in the maintenance of the gardens and other household chores including putting out the bins. There is a swimming pool which again is well maintained.

Health and Safety measures are in place to keep people as safe as possible. Equipment and facilities including hoists and slings are tested regularly. Work has been undertaken to improve fire safety on the advice of a recent fire service visit. Fire safety equipment is tested both internally and by external contractors and care staff have fire safety training. Fire drills are not taking place as often as they should be, but assurances have been given by the RI this is being addressed. People living at the service have a Personal Emergency Evacuation Plan (PEEP) in place, which guides care staff on how to evacuate people in the event of an emergency.

The service is clean and tidy. Cleaning schedules are in place. It is evident from observation and discussion with care staff that they take pride in the environment and keeping it clean and tidy. People are also encouraged and supported with daily life skills including dusting. Care staff confirm they have sufficient products which are locked away when not in use. Infection prevention and control measures are in place for staff and visitors to follow.

Leadership and Management

People benefit from a well led, effective management team where care staff feel supported and valued and people are supported to live the best life they can, doing things important to them. The RI visits regularly. They take time to listen to the views of people and care staff. Without exception, management and staff said they get exceptional support from the RI describing them as “*absolutely fantastic.*” People’s views are sought regularly in various ways including meetings, one to one discussion with staff and management and through questionnaires. Records seen show suggestions for improvement are always considered and acted on where possible. This was confirmed by staff spoken with.

Information about what the service can provide is in the Statement of Purpose. There is a guide giving people more information about the services they can expect at Coalbrook. Policies and procedures are in place to support good practice. The provider does not inform Care Inspectorate Wales where there are concerns or significant events affecting individuals. Whilst there is no impact on people, the RI has given assurances this will be addressed.

People are supported by a care team who are well supported and receive training relevant to their role at the service. Care staff are very enthusiastic about the service and especially about the support from the management team. Comments include “*It’s a lovely place to work, staff work as a team,*” “*I wouldn’t change anything as staff work well together*” and “*the owners are supportive ...always step up to help out*”. Records show and care staff confirm they have regular one to one supervision with their line manager where they can reflect on their practice and discuss any issues they may have. The annual appraisal of their performance allows for them to identify further training needs to support them in their role. Training records show care staff have training to support people living at the service. However, they told us they would benefit from more face-to-face practical training to further improve their knowledge and skills. This was discussed with the management who will address this. Team meetings are held regularly allowing for information to be shared with the team and topics can be discussed as a group.

Recruitment practices help to keep people safe. Files seen confirmed all appropriate checks are carried out before a person starts work at the service. Care staff are registered with Social Care Wales or working towards this.

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.

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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