



Inspection Report on

Glencourt

Bargoed

Date Inspection Completed

05/09/2024

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About Glencourt

| | |
|-------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Type of care provided | Care Home Service Adults Without Nursing |
| Registered Provider | Achieve together Ltd |
| Registered places | 5 |
| Language of the service | English |
| Previous Care Inspectorate Wales inspection | 19 September 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

The home is currently being managed on a temporary basis by the manager of another local small home. The change in management arrangements has caused some disruption and uncertainty for the staff team. The temporary manager has worked to reassure the staff team and maintain a positive culture in the home. The Responsible Individual (RI) visits the home regularly and is supported by the regional manager to have effective oversight of how the home is run.

People living at the home are well cared for, engage in activities they enjoy, and supported to live as independently as possible. Personal plans inform care staff about each person and how best to support them to achieve their goals.

The property is clean, tidy and well organised. The décor provides a homely feel, and people's bedrooms are personalised to their own tastes. Some areas of the grounds of the service are in a poor state of repair and require works to make them safe.

Well-being

People are supported to live a fulfilling life as independently as they can. Where people are unable to keep themselves safe, the necessary procedures are followed. Appropriate arrangements are in place with the Local Authority to ensure decisions are made in people's best interests, when required. People spend their time doing things they enjoy and find stimulating. We saw one person playing ball with a care worker, and another having a foot massage during our inspection. People are supported to attend and engage in local events in the community. One family member told us how their loved one enjoys going on holidays, which are organised and supported by care staff.

We saw care staff support people with dignity and respect. Personal care is provided discreetly and promptly when required. Care staff know how to keep people safe and report any concerns if they arise. The service has a Safeguarding policy which reflects current guidance and staff receive training in this important area.

The service completes a range of risk assessments and personal plans, which identify each person's care and support needs and how these can be best met. The home is well equipped to support people to achieve their wellbeing. Communal areas are spacious and well laid out. A sensory room is provided which people enjoy using to relax. People enjoy assisting care staff with cooking. The home has a food standards agency rating of five, which means hygiene standards are very good.

Care and Support

People receive care and support as and when required. We observed care workers to be attentive, kind, and encouraging to people. People are relaxed and comfortable around care staff. People are communicated with in the best way for them. Staff receive specialist training to ensure people can communicate in their preferred way.

The care needs and preferences of each person are clearly documented, and care staff access this information to inform their daily routines. The level of detail in the plans is good; there is a positive focus on what people can do for themselves, as well as how to support them. Plans include background information about each person, like where they grew up, were educated and their family relationships. This allows care staff to know people better and gives context for conversations of interest. Plans are kept under regular review; however, we saw some recent events had not been updated in peoples plans. The RI assured us this would be addressed.

Care records are accurately completed, which provides evidence that people are being supported as described in their personal plans. Referrals are made to health and social care professionals as and when required. People are registered with a local general practitioner (GP). All appointment records and outcomes for review are kept within the daily notes. People are encouraged to maintain a healthy weight as part of a healthy lifestyle.

Systems are in place for the safe management of medication within the service. Care staff support people with their medication, which helps to maintain their health. Medication is stored safely, and records are completed accurately. Infection prevention and control procedures are good. Care workers wear appropriate personal protective equipment (PPE) in line with current guidance.

Environment

The home is maintained to a good standard, well organised, and kept clean and tidy. The environment is light and homely throughout. However, we identified some unsafe areas in the grounds of the property. A car port adjoining the garages at the rear of the property has a damaged roof. The retaining garden wall leading to the property alongside the driveway is unstable, and some damaged fence panels have been left alongside the driveway from when new fences have been erected. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

People's bedrooms are personalised to their own taste and include specialist sensory equipment to help people relax. The home is well equipped, and spacious. Furniture and fittings are all in good condition. The fitted kitchen is in good condition, the utility room has laundry facilities. The communal bathrooms are well-equipped and kept clean and tidy. Cleaning products are stored in a lockable cupboard, although the lock was damaged on the day of our inspection. The RI assured us this would be fixed.

The front door is kept locked, and our identity was checked on entry, which evidences that 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.

Leadership and Management

The temporary manager currently oversees the day-to-day running of the home, along with another local small home. The manager is supportive of the care staff team. The RI visits the home frequently and completes quality reports to evaluate the standards across the service and consider where improvements can be made. Clear action plans are made to ensure planned improvements are carried out and monitored. The statement of purpose for the service accurately describes how the service is delivered.

Sufficient staffing levels are in place to meet the care needs of people living at the service. Care staff told us they have enough time to support people and are not rushed. Staff respond to requests from people in a timely manner and interactions are friendly, encouraging, and respectful. People are supported by staff who are knowledgeable, competent, and fit to care for people living in the service. Staff told us they enjoy their jobs, but they have been impacted by the absence of the regular manager which they have found unsettling. The RI has assured us the situation regarding the manager position is being dealt with as swiftly as possible.

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 regular supervisions which provide the opportunity for staff 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 |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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 |
|------------|-----------------------------------------------------------------------------------------------------|--------|
| 44 | The garden retaining wall and car port roof are unsafe and require repair to ensure the environment | New |

| | | |
|--|--------------------------------------------------------------------------------------------------------------------------------------------|--|
| | is safe. The cleaning cupboard lock is damaged and required repair to allow for these products to be kept in a locked cupboard as required | |
|--|--------------------------------------------------------------------------------------------------------------------------------------------|--|

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