



Inspection Report on

Granville Court

**M & D Care Ltd
Granville House
44 Slate Street
Swansea
SA6 8AY**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

20/05/2024

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About Granville Court

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	M&D Care Operations Ltd
Registered places	9
Language of the service	Both
Previous Care Inspectorate Wales inspection	15/12/2022
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

Granville Court is a homely and welcoming service made up of individual self-contained flats that promote independent living skills. The service actively encourages people to be involved in their care and support. There are personal plans in place which are written with involvement from people and reflect their needs well. The service employs a dedicated and committed staff team who are appropriately trained to support people living at the service. Staff told us they feel confident and supported in their roles. We saw staff contributing to the wellbeing of people through warm and sensitive interactions. Care is person centred and people are actively encouraged to be involved in decisions made about their personal plan and their home.

The Responsible Individual (RI) and management team have a strong presence in the service, and support staff through formal and informal discussion. There are good governance arrangements in place which drives improvements and makes sure people's needs are met. There is an experienced and knowledgeable manager in place who is committed to supporting people to develop their independent living skills and achieve their wishes and aspirations. The service is clean, uncluttered, and well maintained.

Well-being

People have a voice and are treated with dignity and respect. Before people move to Granville Court, an assessment document is completed where people are asked about their needs, likes, dislikes, wishes and aspirations. There are up to date personal plans in place which reflect people's needs well and are outcome focussed. People and their families or representatives told us they are fully involved in the review of these plans. Opportunities for education, training and recreation are sought by the provider and people are actively encouraged and supported to make use of these. People told us they can do the things that matter to them, and they can get involved in new and old hobbies and interests. People are invited to attend a monthly meeting where they can discuss their ideas and concerns. We saw warm and compassionate interactions between staff and people. People gave us consistently positive feedback about staff and the management team during the inspection.

People are safe and protected from harm and neglect. Staff are recruited safely, and appropriate background checks are completed before they start employment. Staff receive safeguarding training and those spoken with showed good understanding of their responsibilities around this. Staff told us they feel confident and comfortable to report any concerns. There is a safeguarding policy in place that reflects the Wales safeguarding procedures. Staffing levels are appropriate and are reviewed as people's needs change. Routine health and safety checks are completed, and the environment is kept clean and clutter free. The service is secure, and visitors are asked to sign a visitors' book upon entry.

People live in an environment that promotes their well-being. Granville Court is a large spacious building which has seven self-contained flats. This promotes independent living and people told us they are supported and encouraged to develop independent living skills. The environment has communal areas where people can relax and socialise. People told us they like the environment and having their own flat. The provider has invested in the service and many updates have been completed since the last inspection. Redecoration is ongoing and there are plans in place for further refurbishment.

People's physical and mental health, along with emotional wellbeing is promoted. We saw records of people being supported to attend healthcare appointments. Advice and support is sought from healthcare professionals and the service works closely with them to promote people's wellbeing and ensure they get the right care and support. A professional told us the management of the service are responsive and work closely with them.

Care and Support

People are supported well with personal plans and risk assessments that meet their needs. During the inspection we sampled personal plans and saw these are up to date and reviewed regularly. Plans outlined people's wishes and aspirations and were outcome focussed. We saw documentation showing people and their representatives are consulted and encouraged to be involved in the review of their plans. People can participate in care review meetings in a variety of ways that best suits them, such as face to face meetings or online. People who do not want to be involved in their care reviews are able to later read through meeting minutes if they wish. People told us they are consulted regularly about their plan and make decisions daily about their care.

People can do the things that matter to them and make them happy. During our inspection, we saw people doing things they enjoy. People are supported and encouraged to access the community, to be involved in household tasks and to develop and maintain hobbies. The service has recently sought opportunities for people to enrol in educational courses. Personal plans include detailed documentation about people's preferences and likes or dislikes. Participation in activities is captured in documentation. People told us they are able to take part in activities they enjoy and said, *"Its brilliant, the staff are wonderful"*.

There are systems in place to safeguard people using the service. Care workers receive safeguarding training, and those spoken with have good knowledge of their responsibilities and how to report concerns. There is a safeguarding policy in place which is reviewed as required. Deprivation of Liberty Safeguards (DoLS) are in place and up to date for people who do not have the capacity to make decisions about their accommodation, care, and support.

There are safe systems for medicines management in place. We completed a medication audit and found medication stored appropriately in a designated locked room. We saw a good history of medication room temperatures being checked daily and were within the correct range. On the day of inspection, the medication room temperature exceeded the recommended safe limit. The service has a cooling unit in place which was immediately turned on and reduced the temperature in the room. This was discussed with the manager and RI of the service. They agreed to closely monitor the temperature of the medication room and take further action if high temperatures continue. We saw there is an appropriate medication policy and procedure in place for medicines management which is reviewed annually. Documentation relating to medication was comprehensive and informative and medication charts are completed appropriately.

Environment

Granville Court is a large building located in Morriston town centre. The building has seven self-contained flats, two of which are designed for shared occupancy and five are single occupancy. The flats each have a kitchen, bathroom, lounge and bedroom which promotes independence and skills development. We saw three of the self-contained flats. Each was individually decorated according to personal taste and preferences. Laundry is completed in each flat minimising the risk of cross contamination. There are communal lounges in the service which are clean and uncluttered. One has been allocated as a games room. We saw people spending time in these areas. There is a kitchen where we saw people getting involved in preparing meals. The existing kitchen needs repair and the manager told us that a replacement kitchen has been ordered and is planned to be installed very soon. There is a secure office where files are stored. Externally there is a small garden where we saw people had been involved with gardening and the manager told us of plans for decking to be installed in one area of the garden. Scaffolding from the next-door building is currently situated in Granville Court's Garden. The manager informed us that they have recently had discussions with the neighbour regarding this and have been assured the scaffolding will be removed in the coming weeks. This is being risk managed by the service in the meantime.

On arrival at the service, we were asked to sign the visitors' book. This is to ensure the safety of people is maintained and to comply with fire regulations. There is a maintenance team employed at the service and during our inspection, we saw a maintenance person painting communal areas. We saw people helping the maintenance team and they are encouraged to get involved with the upkeep of the environment.

The service provider has procedures in place to maintain the environment and mitigate risks to health and safety. We saw daily, weekly, and monthly checks in place to ensure the service remains safe for people. We saw mandatory fire safety checks take place routinely and certificates for gas, fire detectors, fire extinguishers, electricity and electrical equipment are all up to date. There was a recent fire drill recorded. A recent fire risk assessment has been completed by an external provider and Personal Emergency Evacuation Plans (PEEPS) are in place for people. Water temperatures are taken daily, and a legionella test has been completed recently. The home has a current food hygiene rating of 5 (very good). We saw appropriate storage and control of substances hazardous to health (COSHH). These were kept in a designated locked area and risk assessed.

Leadership and Management

The provider has governance arrangements in place to ensure the smooth operation of the service. The RI visits the service regularly and speaks to people, their families, and staff.

This feedback is used to inform any required service improvements. Quality of care reviews are conducted within regulatory timeframes and show good oversight and governance. There is a committed and experienced manager in place who told us they work closely with the RI and feels fully supported by them. We saw the management team complete weekly and monthly audits and address any actions raised promptly. People were complimentary of the management of the service and told us *"I can go to them for anything."*

The service provider has oversight of financial arrangements and investment in the service. There is an ongoing refurbishment plan in place and larger renovation projects are either in progress or planned. Staffing levels on the day appeared appropriate and we saw staff had enough time to attend to people's needs. Staff told us they feel there is enough staff on duty to meet people's needs and this is reviewed as people's needs change. People told us they felt there was enough staff on duty to support them to achieve their outcomes.

People receive care and support from a committed and competent staff team who have appropriate knowledge and skills. All staff receive a comprehensive induction training programme which gives a good introduction to the role and the service. We saw a training matrix which shows an ongoing training and development program for staff. Training is made up of online and classroom training and refresher dates have been planned for staff who need it. The manager told us they receive training relevant to their role and have achieved their QCF level 5. Staff spoken with told us they have a lot of training, and the manager spends time talking through aspects of their role with them.

The service has a committed staff team who feel supported in their roles. Staff files sampled had required documentation and showed robust recruitment and background checks are in place. Disclosure and Barring (DBS) checks are completed and renewed when required. We saw staff are registered with Social Care Wales or working towards this. Staff receive regular supervision and annual appraisals. We saw these focus on staff wellbeing, their training needs, and professional aspirations. Staff meetings take place every two months and meeting minutes seen show open discussions. Staff spoken with told us *"The manager is very supportive and easy to speak to."*

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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