



Inspection Report on

The Fields Care Home

**The Fields Nursing Home
29 Fields Road
Newport
NP20 4PJ**

Date Inspection Completed

13/01/2025

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About The Fields Care Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Shiva Nursing Home Ltd
Registered places	34
Language of the service	English
Previous Care Inspectorate Wales inspection	13 June 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 who use the service are very happy with the care and support they receive. Care workers and nurses are supported in their roles and receive training to ensure they have the necessary skills to carry out their roles successfully. They demonstrate a good knowledge of what people need and want. Relatives speak positively about the service. People's well-being is enhanced by the relationships they have and opportunities to engage in activities. The home provides people with comfortable accommodation which reflects their needs and interests.

There are very good systems in place to enable the manager and the nursing team to plan and review the care and support provided to each person. These include personal plans which give care workers detailed instructions on how to support people. When necessary, staff work in collaboration with external professionals to ensure people's needs are met.

The service is well managed and overseen. A long-standing manager and deputy are in post, they are responsible for the day-to-day running of the service. The responsible individual (RI) oversees it, they visit the service and complete the required regulatory reports.

Well-being

People are supported to make choices and are treated with dignity and respect. The service provider has a very good pre-admission assessment process which enables them to determine whether they can meet a person's needs and expectations. If people select the home, the manager and nurses continue liaising with them and their representatives to set up personal plans and to regularly review these. Care workers respect people's choices. We observed people choosing what they wear, the food they eat, where to spend their time and what activities to participate in. When people struggle or cannot make decisions for themselves, we saw all staff encourage people to ensure they still have as much choice as possible. The RI seeks regular feedback from people and/or their representatives about the quality of care they receive. People have access to information about the service, this includes details of what they can expect from it and who they can approach internally and externally if they have any issues.

People receive good support to remain physically and mentally as healthy as possible. Nurses support people with their medication and oversee people's health care needs. When they note changes in people's health, they contact the relevant external professionals. Care staff ensure people eat and drink well. If they see changes in people's presentation, they alert the nurses. People engage in planned activities and entertainment if they wish. They are also supported to pursue hobbies and interests they had prior to moving into the home. During our inspection visits, we observed people taking part in activities, spending time with visitors and having warm exchanges with staff. The positive relationships people have with staff, relatives and friends contribute to their mental well-being.

The provider has systems in place to ensure people are protected from abuse and neglect. Care staff are trained in safeguarding and have policies and procedures to guide them. We saw evidence of the provider taking appropriate action to keep the people they support as safe as they can be. They complete recruiting checks for new staff and provide them with a robust induction and ongoing training. The administration of medication is well managed. Nurses carry out risk assessments and when risks are identified they draw up detailed support plans. When needed, the correct equipment is in place so care workers can support people as safely as possible. The manager liaises with relevant agencies to ensure any restrictions placed on a person's liberty are only in their best interests

Care and Support

People receive the care they require when they need it. We observed care workers supporting people and noted they are encouraging and reassuring, and they demonstrate a good understanding of people's needs. Those who use the service and their relatives are complimentary towards the service. One person spoke enthusiastically about the care and support they get from care workers and the nurses. They told us they have very good relationships with them and the care they get is delivered exactly as they want it. One relative told us "*Staff are all different but are fabulous people.*" They also spoke of "*Glitches, now and again but these get sorted.*" Another person told us "*Most of the staff are lovely.*" An external professional told us the home is well managed and the care people receive is very good.

The provider considers a range of information about prospective service users before they receive support and pre-assessments are comprehensive. We noted the manager also considers how a new person would fit in, to ensure the home is right for them. Each person has care documentation which comprises of plans drawn up by commissioners and personal plans and risk assessments completed by the service provider. All include information gathered from people, their relatives and health professionals. We saw there are robust assessments in relation to people's ability to make decisions and to use a call bell. We noted assessments and plans are all comprehensive and reflect each person's unique circumstances, their needs and wants. These clearly outline what people can do for themselves and what support they need from care workers. These are reviewed each month. Care workers record the care and support they provide to each person. This includes recording when people are supported with personal care, to eat and drink and to change position when they are not mobile. Nurses review this information and complete a daily report for the manager.

Environment

People live in an environment which meets their needs and promotes their well-being. The environment is welcoming, clean and has a homely feel. It comprises of communal areas including lounges, a dining room and a conservatory. People's bedrooms are personalised and reflect their own needs and interests. The layout of the home, together with the provision of aids and adaptations, helps to promote people's independence. We saw people choose where to spend time, this includes choosing where to have their meals. Areas of the home are showing signs of wear and tear. The manager and RI told us work to redecorate the whole home was due to start. At the last inspection, they advised us, work to replace the conservatory was due to start. We saw, during this inspection this work had been completed.

There are systems in place to identify and deal with risks to people's health and safety. Staff at the home carry out regular health and safety checks. External contractors carry out specialist checks and issue the necessary certificates. The manager and the RI oversee these. They also take action to ensure repairs and maintenance work is carried out. We read a notice on the lift to advise people it was not operating as it should. The manager told us the lift maintenance company had been called and they are waiting for a part. Records show they attended when the issue was first reported, and the service provider instructed them to carry out the repairs. We noted the lift could still be used therefore it did not prevent people from using the communal areas on the ground floor.

During our last inspection, we discussed the medication storage arrangements with the service provider. At the time, we found medication was kept in a room where it was difficult for staff to ensure the temperature was maintained within the correct range. The service provider took prompt action, and we saw the medication is now stored in a temperature-controlled cabinet. We noted the service provider continues to liaise with the health board pharmacist to ensure the arrangements meet all legal requirements.

The home has a food hygiene rating of five which means standards are very good. We saw people make choices from a daily menu and alternatives are available. Infection control arrangements are in place. We observed staff using appropriate personal protective equipment (PPE) during our inspection visit.

Leadership and Management

The service provider has a robust management structure and established systems in place to support the smooth operation of the service. The RI oversees the service and visits on a regular basis. A long-standing manager and long-standing deputy manager are in post. They provide leadership and management to nurses, care workers and auxiliary staff. They deal with day-to-day issues as they arise and liaise with external agencies and/or the RI when they need support. The manager and the RI carry out regular audits and review the information collated. The RI seeks feedback from the people they support, relatives and from staff at the required frequency and complete the necessary reports.

There are arrangements in place to recruit, train and support staff. We examined recruitment records. These show the service provider carries out checks before a person can start working at the home. We discussed this with the RI and the manager, they will ensure they are further improved to ensure they are as robust as they can be. We noted the manager devised a new tool before the end of our inspection to achieve this.

Staff told us they feel supported by the manager, the deputy and their colleagues. One person told us the home is a good place to work and if they have any issue they can go to the manager. Another person said they feel valued and the training is good. Supervision and training records show there are processes in place for inducting, supporting and developing staff. Care workers are registered with Social Care Wales (SCW) the workforce regulator.

There is good oversight of financial arrangements and investment in the service. There is evidence of investment to maintain and improve the facilities. Staffing levels on the day of the inspection appear appropriate to meet the needs of people.

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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