



# **Inspection Report on**

**The Old Vicarage Private Nursing Home**

**Marina United Ltd  
53 Sketty Park Road  
Sketty  
Swansea  
SA2 9AS**

**Date Inspection Completed**

12/11/2024

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## About The Old Vicarage Private Nursing Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Marina United Ltd
Registered places	47
Language of the service	English
Previous Care Inspectorate Wales inspection	03 March 2023
Does this service promote Welsh language and culture?	This service is making a significant effort to promote the use of the Welsh language and culture or is working towards being a bilingual service.

### Summary

People enjoy life at The Old Vicarage. The home's team of friendly, professional staff provide a consistently good standard of care and support. Personal plans accurately reflect people's needs and are kept under review. People take comfort from their warm interactions with staff. They enjoy the companionship of others and the home's varied programme of activities. The home is secure and nicely presented.

Managers maintain excellent levels of staff to ensure the home runs smoothly. There is a strong sense of teamwork amongst staff and morale is high. Staff are appropriately recruited, trained and supported. The responsible individual (RI) took over the day-to-day running of the home in July 2024. As the manager, the RI is fully aware of people's experiences and how the service can be developed further.

## Well-being

People are recognised as individuals and respected for who they are. The service upholds people's rights by seeking legal authorisation when people's freedom is restricted. Care staff accommodate people's requests and take time to find out what is important to them. People have influence over decisions that affect them, such as the activities they take part in, meals they are provided with and plans for redecoration. There is scope to further develop care records to better capture people's views and experiences.

People have a good social life and are positively occupied. Relatives feel their loved ones have excelled at the home after being encouraged to spend time with others and join in group activities. One person told us *"I like the crafts and bingo"*. People are fond of their care staff and enjoy many positive interactions. Families are comfortable in the home and feel very much part of home life. One relative said, *"It's like having another family. I'd have no qualms recommending the place"*.

People get the right support at the right time. Staff are attentive to people's needs and recognise when to provide emotional support. Personal plans outline how care staff can help people stay as healthy as possible. People have enjoyable dining experiences and care staff ensure they take their prescribed medication. Staff promote a good standard of hygiene and infection control. We received consistently positive feedback about the care people receive. One relative reported *"It's a happy home with a high standard of care"*.

People feel safe and are protected from harm. Each shift is well staffed to ensure people receive timely care and support. Staff go through a safe recruitment process and are visible to people throughout the home. They communicate well as a team and have the skills needed to practise safely. People have confidence in the RI, who carefully monitors the quality of the service through organised systems of audit. The building and facilities are well-maintained.

People live in a comfortable, homely environment. Communal rooms are appropriately furnished and decorated, allowing people to socialise in comfort. People can identify with their surroundings as rooms are personalised and clearly signposted. Staff support people to enjoy outdoor areas and spend time in the community. People will benefit from the ongoing and planned environmental upgrades.

## Care and Support

People are content at The Old Vicarage; they enjoy relaxing and socialising with others as they go about their daily routines. We observed frequent smiles and laughter as people interacted naturally with care staff. Care staff are friendly and compassionate in their approach, offering people time, conversation and reassurance when needed. Relatives told us they always receive a warm welcome when visiting.

The home has a varied programme of activities and people value its connections with the local school and church. People and their families attend meetings to contribute to activity and event planning. Posters and entertainment slips also keep people informed about what is happening. One relative said, *“What they put on is great”*. Recent activities include a cheese and wine afternoon, harvest festival and performances from singers. Activity coordinators designate one-to-one time for people at risk of social isolation and plan to organise more frequent outings. People told us they are looking forward to going out for Christmas dinner at a nearby pub with staff and relatives.

People are satisfied with the quality of food and drink they receive. Care staff assist people to eat in a sensitive, dignified manner and regularly encourage them to eat and drink independently. Meals are nicely presented and served in a staggered way so people can enjoy them at their best. Meal preferences are catered for as there are various options for people to choose from. Care staff monitor people’s weight closely and ensure they receive their prescribed nutritional supplements.

Care staff are familiar with personal plans and understand how people want to be cared for. Personal plans are regularly reviewed and updated but could include more detail regarding people’s care preferences, views and goals. The management team regularly audit care records and are working with staff to strengthen daily recordings, so they provide meaningful insight into how people are and what care they have received. The service follows Deprivation of Liberty Safeguards (DoLS) procedures to ensure any restrictions people face are lawful. The RI agreed to reflect DoLS requirements within personal plans and consider adding DoLS training to the home’s mandatory training programme.

Medication systems are safe and generally well organised. The service is addressing practice recommendations made by the Local Health Board’s Medicines Management Team following recent audits. Nutritional supplements are also being stored in a more organised way, so staff can easily locate them and identify who they belong to. People consistently receive their prescribed medication, although personal plans could better reflect their medication needs and preferences.

## Environment

The home is secure and properly maintained. Security systems have been enhanced to promote people's safety. Visitors cannot enter the building without staff approval and a record is kept as they enter and leave. External areas are monitored by CCTV (closed-circuit television) and exits are alarmed to alert staff to when people go outside. All staff complete mandatory health and safety training. Two maintenance officers carry out routine health and safety checks alongside general repairs and refurbishment. We observed the home and facilities to be in a good state of repair. The utilities and equipment have been inspected and serviced within recommended timescales and are safe for use. The home uses external contractors for specialist works. The RI regularly meets with maintenance staff and completes three monthly health and safety audits.

The environment is cleaned to a good standard which helps reduce cross infection risks. The home received a food hygiene rating of 4 (good) following an inspection by the Food Standards Agency in January 2024. We observed private and communal rooms to be clean and tidy, although some bedrail bumper pads were immediately replaced as they were damaged and soiled. The RI will continue to monitor the condition of these and remind staff to report any concerns. Staff can easily access personal protective equipment (PPE) and handwashing facilities. All staff are required to complete infection control training. A flow system within the laundry room promotes separation of clean and dirty items. People have experienced some items being mislaid and staff are continuing to work with people and their families regarding this issue.

The accommodation is thoughtfully presented. The décor is homely and communal rooms are light and spacious. Photographs and artwork are on display, along with information about activities and health conditions people may be affected by. We saw people relaxing and taking part in activities in the conservatory, which the RI told us will be refurbished next year. Work has also begun to increase sensory stimulation throughout the building and include more dementia-friendly features. Colour is being introduced to bedrooms as agreed with people and/or their representatives. Door signs include images and Welsh and English words to help people orientate to their surroundings. Bedrooms are laid out according to people's needs and interests and many contain people's own furniture, furnishings and artwork. People told us they are satisfied with their rooms. They said, *"My room suits me"* and *"I'm pleased with my room; it's the best room here"*.

There is outdoor space for people to enjoy. The patio was used for the home's summer fayre, which featured indoor and outdoor stalls plus live entertainment. The patio overlooks the garden and can be accessed through the conservatory. The RI told us a lot of work has been completed to cut back bushes and plant various flowers, which resulted in colourful blooms during the summer months.

## Leadership and Management

The home operates with high numbers of staff during day and nighttime hours, allowing people to receive prompt support and engage regularly with care staff. Care staff are visible within communal areas, and we found them to be attentive to routine and urgent call bell alarms. Relatives told us “*Staff are always around*” and “*They’ve got staff coming out of the walls here!*”. Care staff feel they have a good work-life balance due to flexible shiftwork. New care staff have recently joined the team, but senior staff carefully plan shifts to ensure there is an appropriate mix of skills. Staff absence is often covered by agency workers who are familiar with the home. Staff consistently told us they share information effectively during shift handovers and team meetings.

People are cared for by a safe, suitably skilled workforce. Staff undergo the required recruitment checks before being employed and are vetted by the Disclosure and Barring Service every three years. Managers support staff to complete an appropriate induction and register with Social Care Wales. They also track the Nursing and Midwifery Council registration status of nursing staff. The home has five dementia champions, and several staff have completed or are working towards a dementia qualification. Staff complete mandatory and specialist training courses, most of which are delivered in person. Staff know how to report concerns regarding people’s welfare and are familiar with the policies and procedures which guide their practice.

The RI constantly monitors service standards and manages the home with the support of a deputy manager and senior team. The deputy manager is also the clinical lead who assists with completing internal audits. The RI presents audit findings within three-monthly quality reports, although these do not always reflect the views of those living and working at the home. The RI will include these in future reports, along with planned improvements. Since taking on the manager role, the RI has worked with the senior team to complete overdue annual appraisals and increase the frequency of staff supervisions. The RI is committed to continuing this work to fully meet regulatory requirements.

Overall, the service is being provided in line with its statement of purpose; a key document that explains what the home sets out to provide and how. The RI plans to review and update the statement of purpose, so the quality monitoring arrangements are clearer and staff training information is provided in full. Staff are proud of the positive impact they have on people’s lives and reflect positively on how the home is run. They said, “*Management are great*”, “*I love it; everyone’s lovely*” and “*Very supportive... we all work as a team*”. Families also confirmed they have trust and confidence in the staff and managers.

Summary of Non-Compliance	
Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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 inspection	N/A



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