



Inspection Report on

Nant Leiros House

Date Inspection Completed

28/01/2025

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About Nant Leiros House

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Care Without Compromise Limited
Registered places	7
Language of the service	English
Previous Care Inspectorate Wales inspection	06 July 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

Nant Leiros House is a vibrant home that supports people to keep active and experience fulfilment in their daily lives. People have adapted well to staff changes and value the time they spend together. Managers are reviewing the key worker role to further support the development of mutually beneficial relationships. People receive effective support to promote their health and independence. Care staff have the skills and motivation to help people achieve their individual goals. Each person has a detailed, up-to-date personal plan that reflects who they are and how they would like to be supported.

The home accommodates up to five people in the main building and up to two people in The Coach House. Rooms are spacious and homely, and facilities are properly maintained. People are benefitting from an ongoing programme of refurbishment. Work is planned to provide people with safe access to the lower garden.

The home has strong leaders who have instilled an open, positive culture throughout the service. People can therefore be confident the support they receive aligns with the service's values. Care staff benefit from flexible working arrangements and receive a high level of support from the managers and Responsible Individual (RI). Managers have good administration procedures which help them communicate information and updates clearly and recruit, train and support staff appropriately.

Well-being

People lead an active lifestyle which promotes their physical and mental well-being. The service supports people to embrace new hobbies and develop their work and life skills. People have benefitted from taking on new challenges and building their community connections. Care staff develop varied timetables of activities which incorporate people's hobbies and interests and offer structure to those who want it. Shift patterns are changing to give people more flexibility when planning their days. Care staff encourage people to maintain a suitable diet and cater for their dietary needs. People also receive their medication at the right time to help them stay healthy. One relative said, *"Knowing your loved one is really cared for and well looked after is the best thing"*. Infection risks are reduced as care staff work with people to keep their environment clean and hygienic.

People reside in spacious, homely accommodation that has facilities to support their activities of daily living. People have personalised their private rooms and are content relaxing or socialising with others in communal lounge and dining areas. People have benefitted from upgraded bathing facilities. Managers are passionate about modernising and upgrading the environment further, so it better reflects people's tastes and lifestyles. Work is planned externally to improve access to the gardens.

People's voices are heard. Care staff support people to have as much control over their lives as possible. People decide how to spend their time and are encouraged to contribute to the development and review of their personal plans. Managers hold regular meetings to update people about any changes in the home. These meetings also give people the opportunity to express their views and influence decisions. People know the RI, who speaks with them during home visits. Feedback we received from staff includes *"We have the most wonderful senior and management team that truly care about the service users and staff"*.

People are protected from harm. The environment is safe and suitably maintained. People are supported by appropriate numbers of staff who have the required skills to meet their care and support needs. The strategies for supporting people are outlined within personal plans, which are reviewed routinely and following any incidents. Care staff are clear about how to deal with safeguarding and whistleblowing concerns. Managers continually look for ways to improve the experiences of those living and working at the home. Care staff feel valued and are proud to work for a service that prioritises people's well-being. One staff member reported *"Asides from ensuring that the care we give is person-centred, the service ensures staff are happy about their work schedule and in the best mental and physical state to provide care whenever they are on shift. This for me is a win-win situation which allows us to always give our best on every shift"*.

Care and Support

The service develops personal plans which identify how care staff can safely support people to achieve their goals. These plans contain detailed information about people's social and medical histories. The service's psychologist and Positive Behavioural Support (PBS) team assist in developing and reviewing plans, taking into account any significant incidents or events. They also support care staff to identify the most effective support strategies. Managers review plans every three months to ensure they remain suitable. Care staff have a sound understanding of people's care needs and preferences. They told us they attend meetings to discuss these before people move in. New care staff are also given time to get to know people and familiarise themselves with risk assessments and personal plans.

The standard of care and support people receive is good. People have positive interactions with care staff and are happy with the service they receive. Daily records confirm that care staff support people as outlined within personal plans. For example, they prompt people to complete tasks independently and do the things that matter to them. Managers are working with care staff to improve the quality of daily recordings, so they provide a full picture of how people spend their days. The service takes a person-centred approach to meal planning and caters for people's individual routines, dietary needs and preferences. People have specific plans to support their physical health and care staff have easy access to guidelines from specialist services. People consistently receive their prescribed medicines, which the service manages safely. A relative told us they are confident care staff know people well and support them to make healthy choices.

People experience fulfilment in their daily lives. They have recently taken up new hobbies, which they find fun and rewarding. Care staff respect people's individuality, tailoring activities to their needs and interests. Managers want people to thrive and have the best possible experiences. They hope to achieve this by further developing the key worker role and increasing people's work and leisure opportunities. One staff member said, *"I think they go the extra mile in ensuring residents go outside the home. They really try hard to support people's passions. It's rewarding seeing the joy on their face"*. Key workers meet people each week to help them plan their week ahead. We found that some people have already gained skills and confidence by trying new things. People told us they like playing a range of sports, visiting places of interest and having downtime. We saw people relaxing at home as they used their various entertainment systems. Care staff are also supporting people to plan holidays of their choosing.

Environment

The accommodation is spacious and appropriately furnished. Bedrooms contain items people value, giving them a sense of identity. There is ample space within communal rooms for people to relax, socialise or complete their preferred leisure activities. Bathroom facilities have been modernised and include a choice of bath or shower. There are plans to upgrade the kitchen, which has sufficient space for people to store communal and personal groceries. We saw that the carpeting in the ground floor hallway needs replacing as it is heavily worn and marked. The service has a refurbishment plan which includes this work and other environmental developments. The RI will add timescales to the plan, so upgrades can be monitored and progressed through quality monitoring systems.

People have easy access to their community. The home has good public transport links and people often travel on foot or by bus to shops, playing fields and other places of interest. The home also has a company car for trips further afield. We saw people spending time in the enclosed front garden. They also have use of a patio area behind the main building and grass lawn in front of The Coach House. The large, lower garden is currently out of use, so the overall outdoor space is limited. Work is needed to make the lower garden safe so people can use it at their leisure. The RI assured us that officers have assessed the area, and a portion of the garden will be reopened following some groundwork.

The environment is appropriately maintained. Managers can easily request repairs and upgrades, which the maintenance officer completes in priority order. An additional maintenance officer is being recruited which will mean works can be completed more efficiently. Managers carry out monthly health and safety audits to ensure the environment remains safe. Work is currently underway to improve fire safety measures, as recommended following an independent fire risk assessment. Fire safety equipment is serviced within recommended timescales and staff carry out regular fire drills. Gas and electrical systems have also been inspected and deemed safe. There are suitable arrangements for storing chemicals. We saw that windows above ground level are fitted with restrictors to reduce the risk of falls from a significant height.

The home is clean and tidy. Care staff follow cleaning schedules to ensure all communal areas are kept clean. They prompt people to clean their own rooms and support them with a deep clean every week. Activity plans also include general household tasks for people to complete. People use the laundry room on an individual basis with staff support. Managers carry out monthly infection control audits and take action where improvements are needed. The home's latest food hygiene rating is 4 (good), which was awarded by the Food Standards Agency in December 2022.

Leadership and Management

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. There are strong leaders and managers who have fostered a positive culture within the service. The manager is supported by the RI and runs the home with an experienced deputy manager and dedicated staff team. Care staff told us managers value their personal well-being and are open to feedback and transparent about service developments. They said, *“There are no walls between staff and managers”* and *“They’ll sit and listen to you, take on board what you’re saying”*. Managers share information and updates during staff and resident meetings. Care staff are required to read and sign personal plans and policies and procedures.

The quality of the service is monitored effectively. Managers conduct regular audits to ensure high standards of practice are maintained. The RI reports on how the service is performing following quarterly visits and six-monthly quality-of-care reviews. These reports provide a good insight into people’s experiences and outline plans for service development.

The service has recruited extra care staff to overcome staff challenges. This has reduced pressure on the team and provided more stability to the service. Managers devise rotas based on the experience and skill mix of staff. Care staff work a variety of shift patterns to cater for the level of one-to-one support people need. There are plans to introduce longer shifts, so people will have more flexibility to plan their days. Managers are consulting with staff about this change and will accommodate existing shift patterns if preferred. Care staff spoke positively about how the new shift pattern will impact the time they spend with people. The service completes the required recruitment checks before employing new care staff, to ensure they are suitable for the role. This includes a Disclosure and Barring Service (DBS) check, which is renewed every three years. Managers support care staff to register with Social Care Wales and complete a range of mandatory and specialist training. Care staff described this as *“great”*, *“good quality”* and *“100% the right training”*.

Care staff feel motivated and valued in their roles. They told us they appreciate the gestures afforded them, such as paid time off on their birthday and a voucher at Christmas. An awards ceremony was held in the summer of 2024 to celebrate what people appreciate most about their care staff. A recognition board is also displayed in the hall to honour staff’s achievements each month. Feedback we received from care staff includes:

- *“It doesn’t seem like a job for me... It’s exciting, really interesting.”*
- *“I love my job; it’s really rewarding.”*
- *“I enjoy it... Can’t see me doing anything else.”*

Care staff feel confident expressing their views and ideas. They have opportunities to do this formally and informally. Records confirm that staff receive regular supervision and annual appraisals.

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 inspection	N/A

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