



Inspection Report on

The Glen

Newport

Date Inspection Completed

28/11/2024

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About The Glen

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Ocean Community Services Limited
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	01 September 2022
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

People are very happy with the care and support they receive. They speak positively about staff and the support they get to carry out everyday tasks. They also speak enthusiastically about the support they get to pursue their interests. People's well-being is enhanced by the opportunities they have to take part in regular activities in the service and in the community. Care workers and senior staff are well supported in their roles and receive suitable training to ensure they have the necessary skills to carry out their roles successfully. 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 team to plan and deliver the care and support provided to each person. Regular reviews take place and always involve people and their representatives. We saw this leads to them consistently achieving positive outcomes.

The service is well managed by an experienced manager and senior staff. It is overseen by a responsible individual (RI) who visits the service and completes the required regulatory reports. The provider has many other quality of care oversight procedures in place to ensure the service is the best it can be for people.

Well-being

People who live at the home have choices about day-to-day matters and about doing the things they like. People showed us and spoke to us about what matters to them, how they keep occupied and the support they receive from care staff and the manager. They spoke positively about staff and, the exchanges we observed show people are comfortable with and have trusted relationships with them. Discussions with staff including senior staff and managers show they know people very well. People are involved in regular reviews of the care and support they receive and in decisions which affect them. We noted the agency consistently and successfully explores how risks are managed so that people can engage in a wide range of activities. The service provider gives each person 'a guide to the service' which outlines the support they can expect. It also gives them the details of people and agencies they can contact if they have any concerns. The service provider provides information to people in English and in Welsh. The RI seeks feedback from people when they visit the service.

People are supported to remain as healthy as possible both physically and mentally. This includes support with medication, support to eat well and to be physically active. Care workers and senior staff monitor people's health and, referrals and appointments with health professionals are arranged when necessary. Overall, we noted the choices people have, the relationships they have with staff and others and the activities they pursue, all contribute to better mental health and emotional well-being.

Very good measures are in place to protect people from abuse and neglect. Care staff are trained in safeguarding and have policies and procedures to guide them. If they are concerned about somebody's well-being or safety, they can speak to the manager or they can contact the company's 'Freedom to speak up Guardian.' People can also contact the 'Guardian', who is not involved with the service, directly. There are comprehensive risk management plans in place, and these are kept up to date to keep people as safe and as independent as possible. The manager liaises with relevant agencies to ensure any restrictions placed on a person's liberty are only in their best interests. There are sound systems in place to ensure medication is managed safely. The home provides people with suitable accommodation which reflects individuals' needs and interests and where there are good standards of hygiene.

Care and Support

People benefit from a highly personalised service to ensure they receive the support they need and want. They spoke to us about what they like doing and what matters to them. This includes interests in crafts, music, sports and animals. We saw people are supported to pursue these interests in the service and in the community. We observed care workers supporting people and noted staff are encouraging and reassuring, and they demonstrate an excellent understanding of people's needs. The atmosphere at the home is relaxed and the routines are guided by what people need and want to do. We saw each person who uses the service has a different routine. People also access services from external professionals on a regular basis.

There is excellent documentation in place for each person. It reflects information gathered from people and significant others including health care professionals. There are comprehensive records of people's life histories, their interests and their hopes for the future. When risks are identified, these are fully considered and listed along with what can be/must be done to minimise them as much as possible. There are detailed personal plans in place for all the areas in which people need care and support. They consist of a summary of their needs, the person's goals and clear instructions for staff on how to support the person so that they can achieve their goals. Personal plans viewed included plans for their daily activities, hobbies and health care needs. We saw plans all have a record of discussions with the person. In addition, each individual has a detailed weekly programme on display for them to refer to. These show the goals people are currently working towards, the support they are due to get, for which activity, and when.

Staff record the care and support delivered to each person. These records are used to review their plans when there is any change and at least every month. We saw people's key workers complete a comprehensive monthly multi-disciplinary report. People's entire circumstances are considered. People's goals and progress during the month, the activities they did, their health and the contacts they had with external professionals are all reviewed. The monthly review includes a record of the feedback the person themselves gave to their key worker. The review ends with an action plan for the next month. The reviews we read show people consistently achieve good outcomes.

Environment

People live in an environment that meets their needs and promotes their well-being. The home is welcoming and clean. There are communal areas including a kitchen, a lounge, a dining room and a games area. Communal areas and bedrooms reflect people's needs and interests. In addition, people have access to outdoor areas which include a sitting area. During our inspection we observed them spending time in their own rooms and in the communal areas. We noted work has been carried out since the last inspection to improve the laundry facilities which are now situated in a separate building. The manager spoke to us about further plans and work to set up a woodwork workshop for people to use. We observed signs of wear and tear in bathrooms, the manager told us work is due to start to upgrade these rooms. We noted the RI reviews the premises when they visit and identifies when maintenance and upgrade work is needed.

There are systems in place to identify and deal with risks to people's health and safety. Our identity was checked when we arrived at the service. Staff at the home carry out regular health and safety checks. External contractors carry out specialist checks. The service provider reviews all the checks which have been carried out, ensures risk assessments are in place and, when necessary, actions are taken. The home has a food hygiene rating of five which means standards are very good.

Leadership and Management

People benefit from very good leadership and management arrangements. The service provider has established, and robust, arrangements in place to support the smooth running of the service. A manager of long standing is in post, they are supported by an area manager. They are assisted by a team of centrally based staff which includes a compliance officer and a health and safety manager. They are each responsible for designated checks and audits. The RI maintains oversight of the service, they review the audits completed by others and seek direct feedback from the people who use the service and from staff. They visit the service on a quarterly basis and complete the required reports. The service's quality of care reviews are comprehensive and of good quality. Each of them includes a summary of findings and an action plan to further improve the service. The service provider has a clear vision and ethos. We saw the support provided to people in the service is fully aligned to these aims.

Staff are vetted, fully inducted, trained and well supported. There are good arrangements in place to achieve this. We examined recruitment records. These show the service provider carries out checks before a person can start working at the home. Staff told us they are supported by colleagues, senior staff, the manager and staff in the wider organisation. They also told us they received an induction when they first started and receive ongoing training and supervision. The records we examined confirm the feedback received and show staff receive mandatory and specialist training and compliance levels are high. We saw induction for new staff consists of a generic introduction to the company and to the services provided, an induction to the home and shadow shifts. We saw staff who are new to the service but who already worked for the service provider in a different location, receive an induction to the home. Staff are registered with Social Care Wales, and hold a recognised social care qualification or are working towards one.

There is good oversight of financial arrangements and investment in the service. There is evidence of continuous investment by the provider to maintain the service effectively. This includes investment to maintain and improve the environment, and sufficient staffing levels which are appropriate to give people the support they need and want.

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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