



# Inspection Report on

**Blaen y Pant**

**Blaen Y Pant Home  
76 Blaen Y Pant Crescent  
Newport  
NP20 5PX**

## **Date Inspection Completed**

05/12/2024

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## About Blaen y Pant

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Newport City Council Adults and Children's Services
Registered places	32
Language of the service	English
Previous Care Inspectorate Wales inspection	
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 senior staff are supported in their roles and receive training to ensure they have the necessary skills to carry out their roles successfully. People's well-being is enhanced by the relationships they have and opportunities to engage in a range of activities. Relatives speak positively about the service. The home provides people with comfortable accommodation which reflects their needs and interests.

There are good systems in place to enable the manager and senior staff to plan, deliver and review the care and support provided to each person. When needed, staff work effectively in collaboration with external professionals and/or relatives to manage risks and to meet people's needs. We saw the care and support delivered is very good and in line with people's personal plans.

The service is well managed and overseen. A manager and senior staff are in post. Staff feel valued and supported in their role. The responsible individual (RI) visits the service and completes the required regulatory reports. The provider has a range of quality-of-care oversight procedures in place to ensure that they provide a good quality service.

## Well-being

People are encouraged to make choices and are treated with dignity and respect. People and their representatives participate in a robust assessment process prior to being admitted to the service. To help them decide, they are given information about how the service is delivered. When people start using the service, the manager and senior staff continue liaising with them and their relatives to prepare their personal plans. These detail what matters to them and the care and support they need and want. People continue to be involved in regular reviews of the care and support they receive. On a day-to-day basis, we saw people are encouraged to make choices including what they wear, the food they eat, where to spend their time and what activities to participate in. The RI seeks regular feedback from people and/or their representatives about the quality of care they receive. People's cultural heritage and languages are respected and promoted. This includes the Welsh language and culture. People have access to information about the service, this includes detail of what they can expect from the service and who they can approach internally and externally if they have any issues.

People receive very good support to remain physically and mentally as healthy as possible. Care workers and senior staff support people with their medication and ensure they drink and eat well. We observed staff are highly attentive to people's needs and are ready to assist them when needed. They monitor any changes in people's presentation, keep records and arrange referrals and appointments with external health professionals when needed. In addition, their mental health and well-being is promoted. During our inspection, we observed people taking part in meaningful activities, socialising with each other, having visitors and having warm exchanges with staff.

Measures are in place to protect people from abuse and neglect. Care staff are trained in safeguarding and have clear policies and procedures to guide them. When necessary, risk assessments are in place and specialist equipment is used so that care workers can support people as safely as possible. The home provides people with comfortable accommodation which reflects individuals' needs and interests. The service provider has sound processes to ensure the administration of medication is safely managed. 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 need and want. We observed care workers and senior staff supporting people and noted a natural familiarity between them. They are fully engaged with people and provide support, encouragement and reassurance when necessary. Our observations on the day of the inspection show staff have an excellent understanding of people's needs. We observed people are settled and appear content. In one instance, we observed staff's timely intervention and outstanding support led to a person quickly settling down again after showing early signs of distress. We also noted care workers and senior staff know what people are interested in which means they engage in meaningful conversations with them. Our discussions with the Chef showed they knew all of people's food likes and dislikes. Relatives we spoke with are complimentary towards the service, the manager and staff. One person told us staff are all excellent and provide really good care to their relative and to other residents.

There is good documentation in place for each person. Managers and senior staff gather information from people, their relatives and health professionals before completing each person's set of documentation. These documents form a bundle called "*What matters to me*". People's life history, likes and dislikes are included. These clearly convey to any reader a sense of what matters to the person because they contain information about their early years, their cultural heritage, their previous occupations, their interests and family circumstances. There are also personal plans in place for all the areas in which people need care and support. We saw these take into account how people want that care and support delivered. Where there are risks, these are assessed and steps to mitigate them are listed. We noted the service provider took action following the last inspection to improve the quality of people's documentation. Our observations during the inspection shows staff consistently deliver care and support to people as described in their personal plans. Feedback received, and records, show people and their relatives are involved in regular reviews.

There are sound systems in place to ensure medication is stored and administered safely. We saw the service provider has strengthened these arrangements since the last inspection. We found clear instructions for staff who administer medication in people's personal plans. In one instance, this included a step-by-step guide of how to administer eye drops exactly how the person wanted it done.

## Environment

People live in an environment that meets their needs and promotes their well-being. The environment is welcoming and clean. It includes communal areas including lounges, a dining room and a hairdressing salon. Bedrooms reflect people's needs and interests. During our inspection, we observed most people spending time in the different communal areas. Some people choose to stay in their bedroom. The layout of the home means people can choose where to spend time, what to do and where to have their meals. We noted it gives people options to watch the comings and goings of staff and of other people and is conducive to frequent interactions. The layout out of the home, together with the provision of aids and adaptations helps to promote people's independence.

There are robust 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. A maintenance contractor oversees health and safety matters at the home on behalf of the provider. This includes ensuring gas, electrical and fire checks are carried out and necessary certificates are in place. The home has a food hygiene rating of five which means standards are very good.

Infection control arrangements are in place. We observed staff using appropriate personal protective equipment (PPE) during our inspection visit. PPE and hand sanitiser are available in the home. The standard of cleanliness in the home is good. We discussed storage in the large room where medication is kept with the manager and RI. They advised us storage arrangements will be reviewed to see if alternative arrangements can be found. There are signs of general wear and tear in the home. We noted the RI considers the environment when they visit, and regular maintenance and upgrade work takes place.

## Leadership and Management

People benefit from an effective leadership and management team, and from established systems to support the smooth operation of the service. The RI maintains oversight of the service. They are assisted by a senior manager. Together they provide support to managers based in the home. A home manager, a deputy manager and assistant managers oversee the day-to-day operations of the service. This structure enables the service provider to have a duty officer on shift every day and every evening. A range of monitoring activities and reports completed by managers inform the RI of performance and achievements at the home. We saw they use these, along with their own monitoring activities which include review of documentation, tours of the home and discussion with people to complete the reports they are responsible for. The service provider gives people a '*service guidance*' which explains how the service is organised, what they can expect and gives them contact details of people and agencies they may need.

There are very good arrangements in place to recruit, train and support staff. Recruitment records show the service provider carries out all the necessary checks before a person can start working at the home. We noted the manager developed an excellent system to ensure these checks are as robust as they can be. Records show and people told us, they receive regular supervision and training. Staff are registered with Social Care Wales (SCW) and hold health and social care qualifications. Newly recruited staff are supported to complete the relevant training necessary to register with SCW and to achieve a recognised qualification if they have not already got one. Feedback received from staff show they feel supported by colleagues and by the manager whom they hold in high esteem. Feedback received also show senior staff feel supported by the RI and the service provider. We were told, 'Away days' for managers take place, these gives managers from different services an opportunity to share issues and good practice and learn from each other.

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 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	
21	People's care plans, risk assessments and daily records are not sufficiently detailed. The service provider must ensure people's existing care documentation is reviewed and ensure that missing information is added when necessary.	Achieved
58	The service provider has not ensured medication is always stored and administered safely. The service provider must review its systems and processes.	Achieved

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