



## **Inspection Report on**

**Carlton House Residential Care Home**

**Carlton House Residential Care Home  
Llanon  
SY23 5HZ**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

**Date Inspection Completed**

**21/11/2024**

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## About Carlton House Residential Care Home

|                                                       |                                                                                                                                                                                      |
|-------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Type of care provided                                 | Care Home Service<br>Adults Without Nursing                                                                                                                                          |
| Registered Provider                                   | CARLTON HOUSE RESIDENTIAL CARE HOME                                                                                                                                                  |
| Registered places                                     | 16                                                                                                                                                                                   |
| Language of the service                               | Welsh                                                                                                                                                                                |
| Previous Care Inspectorate Wales inspection           | <a href="#">02 May 2024</a>                                                                                                                                                          |
| 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 positive about the very good service they receive. They are supported by a familiar and knowledgeable staff team. The manager has created a family orientated culture, that enhances people's health and well-being. An individual who lives at the service told us, *"You can't get better than this place"*.

The environment is well maintained, comfortable and homely. People enjoy interacting with each other, staff and their visitors in the bright and welcoming communal spaces. The grounds are accessible and well used by people in the warmer weather.

The Responsible Individual (RI) is fully involved in the service and is well known by people who live at the home, their representatives and staff. They have good oversight of the service and use information from their visits to regularly review and improve quality standards.

## Well-being

People receive a high standard of service; they are supported by a team of familiar and skilled staff, whom they have built up trusting relationships with. A care worker told us, *“The residents are so happy here, we are like one big family”*. People enjoy interacting with each other at the service and have created strong bonds with one and other. An individual told us, *“We are all like friends here and we get along great”*. The service uses external entertainers, who offer innovative and stimulating activities, that people enjoy. People enjoy listening to music, singing, reading, watching TV and value the opportunity to meet with their family and friends whenever they choose.

The service respects people’s cultural preferences and provides an 'Active Offer' of the Welsh language. This means It anticipates, identifies and meets the Welsh language and cultural needs of people who live at the service. Many of the staff speak Welsh and every effort is made to ensure people can receive support in their chosen language.

People are protected because recruitment processes and training ensure they get the right care and support. New staff receive an induction and get to know people while shadowing an experienced colleague. Ongoing development ensures care workers have the skills needed to support people. People and their representatives know how to raise any concerns and have confidence in the manager.

The building is comfortable and homely, people, their representatives and staff all describe it as, ‘home from home’. People enjoy spending time interacting with one and other in the welcoming communal areas. People personalise their own rooms as they choose. The building supports people to do things they enjoy, for example talking with each other, listening to music and taking part in activities. People use the accessible grounds to do things that keep them healthy such as walking or relaxing in the gardens.

People have a voice and input into the running of the service. The RI is involved in the home, he knows people well and includes people in quality assurance. Governance processes focus on developing the service by using information from audits. The Quality of Care Review identifies areas to improve following consultation with people who live and work at the home.

## Care and Support

People receive a very good standard of care and support; an individual who lives at the service told us, *"The staff are wonderful and so helpful. They'd do anything for you"*. People are supported by a familiar team of care workers; this consistency helps people to develop positive and effective relationships with staff. There is a strong sense of community at the service and the whole staff team take time to stop and chat with people throughout the day. A care worker told us, *"The residents are lovely, they get along so well with each other and are like a little family"*. People's representatives value the service and the positive difference the care and support has made. A family member told us, *"The staff are what make the place, they are so friendly and really know her"*.

People, their representatives, care workers and professionals are involved in developing and maintaining personal plans, that guide care workers on how best to meet people's needs. The manager reviews plans every month and intends to improve the way they record how people are involved. Health and social care professionals are involved in people's care and this guidance is recorded in their personal plans.

Medication storage, administration and recording systems are safe and in line with national guidance. Senior care workers ensure medication is managed appropriately and take time to give people the right dose of medication at the right time. The deputy manager audits medication routinely each month, carries out spot checks at any time and works with the local pharmacy

The services activities programme focuses on people interacting with each other, their visitors and the staff team. People are positive about the regular activities they participate in, such as singing, listening to music and playing games. People told us about how much they enjoy the dance and music sessions held at the home every week. People are supported to attend a variety of health and social appointments that maintain their connections with their community.

The manager ensures there are sufficient staffing levels in place to meet people's needs and preferences. We observed many friendly and caring interactions throughout the inspection. A representative told us, *"I can't praise this place enough I'd give it 150%"*.

## Environment

The provider has updated the décor in the communal lounges and improved several bedrooms since the last inspection. The environment is maintained to a very high standard by the maintenance and housekeeping team. People use the different communal spaces to relax, interact with each other or watch sports/events together. People individualise their rooms with their own pictures, items of furniture and technology. There is WIFI throughout the home to enable people to use computers and smart TVs whenever they choose. The well-presented grounds are accessible and used for socialising or relaxing in the gardens and seating area.

The environment is very homely and meets people's needs. An individual who lives at the service said *"This place is lovely and so comfortable. It's like home from home"*. People's representatives are positive about the overall environment and atmosphere at the home, one told us, *"The place is fantastic! I get such a warm welcome every time I visit. It's like a family here"*.

Equipment to support people's safety and independence is available. The service's maintenance team ensure any issues with the building are resolved as quickly as possible. Regular health and safety audits of the property are completed by the manager. Testing of fire safety equipment is up to date and the building is compliant with the fire regulations. Personal Emergency Evacuation Plans are individualised and available in emergencies.

The kitchen has a food hygiene rating of five. Meals are freshly prepared every day by dedicated catering staff who understand everyone's needs, likes and dislikes. People who live at the service told us, *"The food is great here and we get plenty of it"* and *"The food is great, all home cooked"*.

## Leadership and Management

The provider has good arrangements in place for monitoring, reviewing and improving the quality of the service. The RI visits regularly, people, their representatives and staff know him well. The RI completes visit reports every quarter and samples documentation, involves people and/or their representatives and staff. The six-monthly Quality of Care Review is comprehensive, highlights positive aspects of the service and areas of quality they wish to improve.

The manager knows people well and we observed many open and friendly interactions between them and people. Care workers describe them as accessible and supportive; one said, “[RI] and [Manager] are wonderful, so accommodating, supportive and understanding”. The manager has created a caring and family culture at the service, that enables people to achieve their health and well-being outcomes. A representative told us, “[Manager] is brilliant, easy to talk to and everyone feels like family now”.

Care workers receive regular supervision and value the manager’s leadership. The effective communication between the team helps to ensure people receive a consistent service that focuses on their outcomes. A care worker told us, “We have regular supervision and we have really good communication between the team”. Care workers have a good understanding around safeguarding and are confident to report any concerns to the appropriate person or agency.

The necessary pre-employment checks take place before new staff start work. Care workers receive an effective induction and shadow experienced members of staff, that prepares them for their new role. Care workers receive a combination of online and face to face learning, one said, “The training covers everything we need”. Care workers register with the workforce regulator Social Care Wales and gain further skills through professional qualifications.

Many of the staff have been at the service for years and have developed positive relationships with people. A person who lives at the home told us, “I can’t say enough good things about this place”.

| 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 | N/A    |



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