



Inspection Report on

Pride in Care Residential Home

Tredegar

Date Inspection Completed

30 July 2024

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About Pride in Care Residential Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	pride in care ltd
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	03 February 22
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 are supported to be as well and healthy as they can be and to achieve their personal outcomes. Outside professionals have commented positively on people's personal development since being supported in the service.

A high standard of care and support is provided to people when they need it. Where needed, care staff anticipate and identify people's needs on their behalf. Guidance provided by health and social care professionals is followed and the service seeks specialist input for people when needed.

There is a low turnover of staff at the service and people receive support from skilled care staff they are familiar with. The manager is experienced and knows all the people at the service very well. The RI is also experienced and is actively involved at the service to ensure they maintain good oversight. They have recently invested in an electronic care recording system and are progressing to full digital records.

People live in a home which is suitable to their needs and is both comfortable and homely. People have their own room which are respected as their personal space. People's rooms are personalised to their tastes and interests.

Well-being

People are supported in the way they prefer, and care staff assist people to make the choices they can. If people need decisions made on their behalf, care staff act appropriately and, in the person's best interests. Where needed, people have the support of an advocate to speak on their behalf. People are treated as individuals and receive care suitable for their own needs and personal outcomes and appear happy and comfortable with care staff.

Care staff encourage people to take part in activities and have new experiences to enhance their well-being. An external professional told us *"I feel the staffing and support has unlocked the persons true potential."* and are *"Now achieving things that was unachievable previously."* A person told us how important going to an art group was to them and we saw how people engage with their local community and have made friends outside of the service.

The service supports people to celebrate the Welsh culture. We saw a display people made after researching Welsh history and traditions. Care staff incorporate some basic Welsh into the support they provide.

The environment is appropriately secure from uninvited persons, and we were asked to show our identification and state the purpose of our visit prior to entering the service. The service replicates a family home, is comfortable, well decorated and maintained to a high standard. The access to the outside area has been improved recently to enable people to use the space more easily. The adaptations and equipment in place ensure people's needs are met safely.

Care staff make daily records in relation to each person and how they have spent their day, along with the care which has been provided.

The service works with health and social care professionals to ensure they continuously provide people with the right support. If a person's needs change, care staff identify this quickly and act without delay. Care staff support people to follow advice given by professionals and to take medication as prescribed.

Care and Support

People receive high quality care and support, which is tailored to their individual skills, preferences and needs. We saw care staff and management speaking to people with kindness and respect and people appeared relaxed and comfortable. People told us *“I am happy here”* and *“They are so very kind.”*

People have their own personal plans called *‘My Life is Based on a True Story’* which focuses on who they are and their life history. These plans are strengths focused and guide staff where support is needed. People’s plans are kept up to date via regular reviews. People are not always involved in their reviews due to their individual circumstances. The manager will consider how the review process can be more accessible to people.

Care staff use an electronic system to record daily information including details of the care and support provided. We saw medication records which evidenced people are consistently supported to take their medication as and when prescribed. Additional records are also made by care staff, in line with people’s individual needs.

We saw evidence of people being supported to access appropriate health care, which includes referrals and information sharing with; GP’s, Occupational Therapists, and specialist health teams. Where people have their right to liberty restricted to ensure they are safe and well, the necessary legal processes are followed. We also saw people who are not able to make their own decisions being referred to external advocacy services. Feedback from social care professionals is consistently very positive and we were told *“I feel the staffing and support has unlocked the true potential in that person, they are now achieving things that was unachievable previously.”*

Where people need support to manage their money, there are appropriate processes in place to ensure people are safe and have the items they need and want. A social care professional told us *“They make sure that all the residents have what they need and know to contact me should they (the person) need any additional funds etc. nothing is too much trouble for them.”*

Environment

People live at a service which is comfortable, warm and maintained to a very high standard. The service is appropriately secure against uninvited persons accessing the home and we were asked for identification prior to entering. The environment is clean and uncluttered with space for people to spend time together. There are appropriate facilities and equipment in place to support people to meet their needs safely. Photographs showing people enjoying special occasions are displayed throughout the home, and there is a large exhibit of work completed by people depicting Welsh history, heritage and culture.

There are processes in place to keep people safe and everyone has a Personal Emergency Evacuation Plan individual to their needs and independence levels. There is a five-star Food Standards Agency (FSA) rating which means kitchen hygiene standards are very good. Fire safety equipment is tested regularly, and fire drills are completed. The provider is working with external organisations to ensure facilities in place are the most appropriate and efficient. When we arrived at the service, we found the cleaning cupboard open. The manager immediately secured the cupboard, and a key coded lock has been installed to reduce the risk of this happening again.

Facilities and equipment at the service are maintained and serviced as required

People have their own bedrooms which are personalised to their own tastes and preferences. The bedrooms are large and are furnished to a high standard. People have their medicines stored in secure safes within their bedrooms, and the temperatures within these are taken twice daily. The manager will review their medication storage policy to ensure there is a clear plan for when the temperature within the safes increasing to the upper safe storage limit. We will review this at the next inspection.

There are front and rear outside areas which are accessible to people. We saw the RI completing maintenance to the patio as requested within a team meeting, on behalf of people at the service.

Leadership and Management

This is an established family run service with a consistent leadership and management team. The RI is actively involved at the service and completes regulatory visits to review the quality of care provided. The RI completes the required reports outlining their findings and any actions needed to improve the service, and they told us the depth of analysis within these reports will be developed.

The manager is suitably qualified and has worked at the service since its opening. The manager covers one other care home and acts as an operational manager across Pride in Care Residential Services. They are confident the structures and processes in place enables them to undertake these roles to a high standard.

We saw appropriate action being taken in regard to notifiable events at the home, such as the lift not being operational, however we are not always informed of these events at the time they occur. The manager assured us they will notify Care Inspectorate Wales of relevant events, and we will review this at the next inspection.

Staff meetings take place regularly and the leadership and management team take action in response to any issues raised. The manager and care staff told us they find these meetings useful.

There are appropriate numbers of suitably trained care staff working at the service. Staff we spoke to told us the management and leadership team are a visible presence within the service, are approachable and responsive to any issues raised with them.

People are supported by care staff who have had robust pre-employment checks and staff files are kept to a high standard. The manager told us they are committed to staff development, and we saw investment in staff training which includes specialist areas in line with the peoples need. An external professional told us *“The service’s values and approach shines through with their work in finding, and training the best staff that our vulnerable individuals need.”*

There are policies and procedures in place to support the smooth running of the home, which are easily accessible to care staff. There is a safeguarding policy in place to guide staff on this process if needed and resources such as access to the Wales Safeguarding Procedures and contact details for the Care Inspectorate Wales are clearly displayed. Staff also spoke to us about their safeguarding responsibilities and showed understanding of their duty to report any concerns.

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	
36	Staff to receive specific training areas to enable them to fulfil the requirements of their role and meet the needs of people they support	Achieved
79	To review policy and procedures to be further revised to reflect current guidance – safeguarding, whistle-blowing, management of medicines, accident and incidents and covid-19 information	Achieved
57	The registered person to put suitable arrangements for the premises to comply with guidance and monitor health and safety of the environment to mitigate risk to people. This includes, but not limited to, safe system to monitor water temperatures, radiator covers, maintain food safety records, safe storage of all hazardous chemicals etc	Achieved
8	The service provider to have systems and processes in place to monitor, analyse and improve the quality and safety of the service. This includes, accident/incidents to identify patterns and trends. Health and safety to be monitored to ensure the environment keeps people safe from harm	Achieved

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