



# **Inspection Report on**

**Lindan House Care Home Ltd**

**Lindan House Residential Home  
Percy Road  
Wrexham  
LL13 7EA**

## **Date Inspection Completed**

30/10/2024

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## About Lindan House Care Home Ltd

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	LINDAN HOUSE LTD
Registered places	21
Language of the service	English
Previous Care Inspectorate Wales inspection	26 January 2023
Does this service promote Welsh language and culture?	This service is working towards an active offer of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

### Summary

People living in the home are happy with the service they receive. They can exercise choice on how they spend their time and carry out their day. They choose what they would like to eat, what activities to engage in and how they want their rooms to look. People express their views in regular meetings with care staff and the management. People and their families are involved in putting together their plan of care, so support is delivered in the way they need and prefer. They are included in decisions about the home. The staff are properly vetted, inducted and trained to carry out their role. People in the home praise the staff for their kind, caring and familiar rapport. There are staff specifically employed to organise activities, and hobbies are facilitated; and there is lots to stimulate people. The environment is clean and tidy, rooms are bright and the décor fresh and modern. The provider values the views of people who stay in the home. The RI (responsible individual for the home) visits at least every three months and complete quality of care reviews so they know what is working well and where further improvements can be made.

## Well-being

People have choice and control regarding the care and support they receive at the home. Personal plans are written in consultation with people and their relatives and include their likes and dislikes and how they want to be supported. People choose where they want to spend their day. They attend meetings with staff and have their say on matters relating to the home and the service they receive. Questionnaires capture people's views and ideas of where the service could make changes. People choose what they want to eat, and they told us they enjoy the food. They can choose to speak in Welsh as there are five Welsh speaking staff and signs around the home are bilingual.

People's physical, mental, and emotional well-being is looked after by trained care staff who seek professional advice when needed. The service has good links with district nurses and local GP's, promptly as it is required. All incidents and accidents are recorded and evaluated to check for any themes and patterns. Weights are recorded so the need for nutritional advice can be sought promptly. Soft diets are provided for those who have swallowing problems and mobility equipment referrals are appropriately made to maintain people's independence as much as possible.

People are safeguarded from poor practices, abuse and neglect as staff are trained in the protection of vulnerable adults. All staff feel very comfortable raising concerns with the manager who is present most days. The service has arrangements in place to ensure any decisions that restrict a person's liberty are made only in their best interest and with full consideration of the family and local safeguarding authority.

People maintain their contacts with the community through attending local events and hobby groups. Entertainers come into the home to sing and dance and therapy pets visit, and a local hairdresser also visits people in the home. People can see their family visitors in private and at any time they wish. Visitors are made to feel welcome.

The accommodation provides a nicely maintained and decorated environment. It is a warm and welcoming home. Daily cleaning staff keep the home clean and regular maintenance means renewals and repairs are dealt with quickly. The provider has purchased new wooden flooring, new windows and fencing to the front of the property. The manager conducts monthly environment audits to check for any repairs and renewals needed and staff record any issues they see. Most bedrooms have en-suite facilities, and they are comfortably furnished to meet people's needs and preferences.

## Care and Support

People have a comprehensive plan of care in place, providing staff with information about their physical, emotional and mental health needs. Records show, as part of the assessment process, a range of views collated from family and health and social care professionals about what matters to the person and how their needs should be met. Personal plans are reviewed every month to ensure they remain accurate. The manager highlights clearly where changes have occurred, and staff are promptly informed. Personal plans are person centred and it is clear how people want to be supported, what their interests are and how they like to spend their time. The manager is looking at ways these personal plans can be more outcomes focused, and how reviews can reflect the extent to which these outcomes have been achieved.

People receive good quality care and support to live their lives how they want to, using their skills and following their interests. One person is an artist, they have equipment and materials in their room to enable them to carry on with their hobby, and they attend an art club in the community. Another person enjoys bead art, and the service ensures they have what they need to carry on with this. The service employs a staff specifically for organising activities and they are present five days a week. We saw them interact well with people, engaging with them individually to stimulate them with chat and various activities that matched their abilities and preferences. Entertainers come into the home for a singalong, and another comes to do exercises. People living here told us the home is relaxed about routines such as getting up in the morning, *'it's easy living here'*. They also said *'staff are kind and they respect my choices'*, *'the food is very nice'*, and *'they treat me like family'*.

People are supported to access healthcare promptly when it is needed. Records show GP's and district nurses are called promptly when needed and they visit the home to provide health advice and support. People are supported to attend appointments to help keep them well. Personal plans and risk assessments reflect any additional health care needs. Staff follow advice from professionals, and we saw an example of how one person's wellbeing has improved significantly as a result.

There are safe systems in place for managing medicines. Medication is administered by care staff trained to do so and we saw records are kept showing what has been given. The medication is safely secured at the correct temperatures and in locked facilities. Audits are completed to check processes are safe which include independent audits from the pharmacy.

## Environment

The service is provided in a home that effectively meets the needs of people living there. There are three lounges to choose from, two of which have internet connected television so people can watch their favourite shows on demand. There is also a conservatory where people can dine or carry out activities such as arts and crafts. The garden, which has new fencing fitted, provides a safe place to sit outside or smoke. Many bedrooms have ensuite facilities. Those without ensuite facilities are very close to communal toilets. There are adequate accessible baths and showers provided. People's own pictures and mementos help personalise their rooms and remind them of things that matter to them. Bilingual signs are provided which assist to orientate people within the home. We saw aids and equipment are provided, such as grab rails and ceiling track hoists in some bedrooms for people who need them. People told us they like where they live and feel it is like home. We saw people walk from one room to another choosing where they want to sit. The home is well maintained, and all rooms are nicely decorated with matching soft furnishings. Records show monthly hygiene audits are undertaken, there is a written daily cleaning schedule and regular environment audits to check all rooms are as they should be.

The service provider has established and effective measures in place to identify and mitigate risks and maintain the safety of the home. Regular maintenance and independent safety checks are completed for water temperatures, risk of legionella, fire equipment including regular fire alarm tests, gas and electrical safety checks. There is a schedule of tests which the maintenance person carries out routinely to keep everything safe. We saw risk assessments to keep people safe including up to date personal evacuation plans in case of an emergency. Staff receive training in health and safety matters including fire safety, first aid, food hygiene, health and safety and moving and handling. All corridors and fire exits are free from obstacles. In June 2023, the Food Standards Agency awarded a rating of 5 which is the highest possible score.

## Leadership and Management

The provider has good governance arrangements in place to help ensure the service is running effectively and safely. The manager is very experienced and has managed the home for many years. They are supported by senior care staff and an administrator. The RI oversees the whole operation through three monthly visits to the home during which they audit records, speak to people living in the home and to the care staff who support them. Surveys are distributed to staff, people living in the service and their relatives to gain feedback about the service provided. A biannual report is written to reflect the findings of the quality of care review, which identifies what the home is doing well and where improvements might be made.

People are supported by appropriate numbers of trained and experienced staff. There are always at least three care staff available as well as the manager or a senior care staff to provide leadership. There is also an activities co-ordinator throughout the week occupying people in their preferred manner. The administrator is in the office to help most days, and a maintenance person attends the home three times a week. There are also two cleaners, a cook and a laundry person. Staff have time to provide unrushed and attentive care. One person who prefers to spend time in their room told us, *'If I ring the call bell, they are here immediately'*. Visitors told us nothing is too much trouble and if a person calls for assistance, *'staff appear from all directions to help'*. Care staff are described as patient and calm, always treating people with kindness. We spoke with care staff who described actions they had taken when a new staff did not appear to hold the same values; they feel very able to raise concerns with the manager who deals with matters quickly. Staff are appropriately trained. Records show there is a very good completion rate of all mandatory training, and they are guided by a range of policies and procedures that are reviewed to keep them in date. Many staff have worked at the home for a long time and expressed a feeling of *'working with family, for family'*. There are safe recruitment processes in place and each employee is properly vetted. Staff told us they feel valued and well supported. Records evidenced regular one to one supervision sessions take place during which staff share their views and ideas.

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



	inspection	
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