



Panteg Nursing Home



Panteg Nursing Home, 35-37a, Wern Road, Pontypool, NP4 5DT



01495756472



<https://orielhealthcaregroup.com/locations/oriel-panteg-nursing-home/>

Date(s) of inspection visit(s):

13/05/2025, 16/05/2025, 20/05/2025,
12/05/2025

Service Information:

Operated by:	FC Panteg Limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care
Registered places:	37
Main language(s):	English
Promotion of Welsh language and culture:	The service provider makes an effort to promote the use of the Welsh language and culture, or is working towards a bilingual service.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Good



Leadership & Management

Good

Summary:

Panteg is a lovely nursing home located in an elevated position on the Brecon Monmouthshire canal between Pontypool and Cwmbran. It is set over three floors providing people with great views of the surrounding area. The service has a significantly positive impact on people's wellbeing by providing an excellent standard of nursing care and support to people living with a range of complex health conditions.

People receive excellent care and support from a stable and very professional team who significantly enhance their wellbeing. There are comprehensive individual personal plans to support people to achieve their personal outcomes. People choose how and where they spend their time and have access to an extensive range of both group and individual activities of which they enjoy. The service is at the heart of the wider community and ensures people maintain regular contact with family and friends.

People benefit from a strong, caring and professional management team that are visible and maintain good relationships with visiting health and social care professionals. There are exemplary measures in place ensuring medication is stored and administered safely. The Responsible

Individual (RI) visits the service regularly, has a strong working relationship with the management team, and has effective oversight of service provision.

Findings:



Well-being

Excellent

People are always treated with dignity and respect. Their well-being outcomes are integral, encouraging them to use and build on their strengths. Staff know people very well and staffing levels are exceptional and constantly monitored. All interactions between staff and people and/ or relatives are warm and respectful. Everyone was clean and exceptionally well-presented. Comments from people include *“they look after me very well”* and *“I wouldn’t be still here without them”*. The home was relaxed throughout the inspection. No bells were heard ringing as staff were attentive, responding to people immediately. The service is highly responsive and bespoke, recently accepting a younger person requiring urgent end-of-life care. Relatives told us they provided *“exceptional end of life”* and *“we feel like part of the family”*. Personal plans are comprehensive, and outcome focussed.

People are supported very well to develop and sustain positive relationships within their community and with the people they live with. People have frequent opportunities to connect with family and friends and access the community. The service is at the heart of the local community. All family and friends are made to feel welcome and can visit at any time. A relative told us *“It’s smashing here, it’s home from home”*. A person living at the home said, *“it’s been life-changing for me, I feel part of the community”*. Care staff support people to access the community regularly visiting the local pub and other places of choice. Care staff are responsive, taking one person low in mood at short notice out for a walk along the canal. We saw people are offered choices in daily activities and participate in activities which are recorded in their personal plans

With few exceptions people are supported to have as much control as possible over their day-to-day lives. People direct their care and support and are always able to voice their opinions on the service. Staff consistently engage with people ensuring they have choice and control in any decisions. There are regular people/family meetings, providing opportunities to discuss matters such as the environment, menus and activities. Personal plans focus on areas that matter to people. There is a very open, professional, proactive management team who communicate extremely well with external professionals for the benefit of people.

People are safe and protected from abuse and neglect. There are comprehensive up to date risk assessments highlighting health and safety risks and strategies for keeping people safe. There is a robust recruitment process ensuring care staff are suitable to work with vulnerable people. Care staff receive comprehensive training in key topic areas, including safeguarding, manual handling and medication. The management team operate a highly effective open-door policy where any issues or complaints are dealt quickly and appropriately.



Care & Support

Excellent

People are supported by highly skilled staff with an excellent understanding of their individual needs and preferences. We saw a highly motivated, experienced staff team very keen to make a significant difference to people's lives. Care staff said, *"we are a strong team that really care"* and *"people are our extended family"*. All care staff know the people they support very well, treating people with high levels of dignity and respect. A visiting health professional said, *"the staff are always very welcoming, kind and really care about people"*. We saw individualised support provided to people by highly skilled staff. This includes people living with various forms of dementia, mental health and a range of other complex health conditions. The care team are complimented by two activity workers working over seven days. They provide both individualised and group-based activities. One person with limited communication and unable to get out of bed was seen enjoying poetry and stories with a member of staff. All care staff have access to a comprehensive ongoing programme of training and development around the people they support to ensure they remain sufficiently skilled.

The provider gathers highly detailed information from other professionals and organisations already involved in people's care, to inform their decision on whether they can provide a service. We found initial assessments, personal plans and risk assessments to be of high quality. They are comprehensive, individualised, clearly noting people's care needs and any identified risks. These are all recorded on an electronic care management system which was highly effective and accessible. They are reviewed regularly and include people, relatives and professionals. The service is working hard to ensure they fully capture the difference they make to people's lives. There is consistently good communication with external health and social care professionals. We spoke to four during the inspection who spoke very highly of the service, saying *"excellent service"* and *"very open communication, they always update me and address any issues"*.

People are meticulously supported with their health needs and receive their medication as prescribed in accordance with national guidelines and the service policy. There are exceptional medication management protocols in place. There are secure arrangements for storing, ordering, administering and disposing of medication. Very experienced Nurses are supported by Nurse Assistants with minimal use of agency staff. Medication training and auditing overseen by the clinical lead is comprehensive and to a high standard. There are strong and appropriate protocols for people needing covert medication. The medication policy is aligned with best practice guidance. People have access to the relevant health and social care professionals and referrals for specialist advice made in a timely manner. People's health care is clear, comprehensive and up to date in personal plans and easy for staff to understand how best to support people.



Environment

Good

People benefit from a warm, clean, comfortable, welcoming environment with continuing investment by the provider to improve their wellbeing. The provider invests consistently into the service as the environment has significantly improved. We saw new laminate flooring throughout the building and a programme of redecoration in communal and private spaces. Externally a new patio area is being laid at the front of the building which will provide people with an additional seating area to enjoy the surrounding views. There is good communal space throughout the building including a quiet lounge and a conservatory leading into a garden area overlooking the Brecon to Monmouth canal. The service has a dedicated maintenance and domestic team which maintain the home to a good standard, keeping the environment immaculately clean. There are consistent infection, prevention and control measures in place. People are happy in both the communal and bedroom areas, telling us *"I really like it here"* and *"It's like home from home"*. A visiting health care professional said, *"It's always very clean, there is ongoing investment in the building"*.

Communal spaces meet the needs of people, promoting independence and providing opportunities for private meetings, activities, and recreation. There is a vibrant and inclusive atmosphere at the home where visitors are always made to feel welcome. Relatives, friends and visiting professionals all spoke highly on the welcome they receive, saying *"there's always lots going on"* and *"I love visiting"*. The service places great importance on both group and individual activities. We saw lots of activities and positive staff interactions in all areas of the home. People can spend time with others or quiet time in communal space or their nicely decorated, personalised bedrooms.

Regular servicing, maintenance and immediate repairs of facilities ensures the safety and well-being of people. The maintenance team were busy maintaining and improving the environment throughout the inspection. Any environmental issues are reported to the maintenance team and are actioned promptly. Specialist equipment for people is checked and routinely serviced. Comprehensive health and safety audits are completed to help identify and action any issues with the environment. There is routine servicing of utilities such as electricity and gas which is carried out by external contractors. There are strong fire safety measures including a recent fire risk assessment carried out by suitably qualified person. Any remedial actions are being addressed. All people living at the service have a personal emergency evacuation plan and routine fire drills are completed to ensure people can be evacuated safely if needed.



Leadership & Management

Good

People achieve excellent outcomes because the provider has a very strong commitment to ensuring high numbers of extremely skilled and knowledgeable staff are always in the service. There are very consistent staffing levels across the service at all times of day and night. A visiting health care professional said, *“there are always staff available, staffing is excellent”*. Care workers are well supported by auxiliary staff, including activity workers, domestic, maintenance and kitchen staff. Agency workers are used infrequently, and when used are well known to the service. The management team ensure open and regular communication is maintained across the service. This is achieved through daily communication, being readily available and team meetings. The service is working hard to catch-up on staff supervisions. The service has good recruitment processes in place evidenced in a sample of staff personnel files. This includes references and a current Disclosure and Barring Service (DBS) check to ensure they are fit to work. Nurse pins are valid which evidences their suitability for practice. Most care staff are registered with Social Care Wales (SCW) the work force regulator. Staff training is consistent, up to date and based on people’s needs. Staff told us *“Managers are always available and very approachable”* and *“training is very good”*.

People benefit from a positive culture that is supportive, inclusive, and respectful. Leaders are visible role models as they guide the strategic direction of the service. The RI is accessible and well known to people, staff and visiting relatives and professionals. They have effective governance arrangements and maintain oversight of the service. This is achieved by regular visits and daily contact with the operational management team. We saw evidence through quality monitoring reports that people and ongoing improvements are at the heart of the service. Managers/ leaders are very accessible and are routinely on the floor assisting care staff. Staff told us they promote an open-door policy. Visiting professionals said communication is excellent, comments include *“any required change to practice is acted upon immediately”* and *“any concerns are dealt with straight away”*. This was also confirmed by relatives and through documentation. We saw a range of routine audits to maintain a high-quality service. We saw staff follow company policies and procedures which need some updating to ensure they stay relevant and up to date. They support staff to deliver excellent outcomes for people. The Statement of Purpose (SoP) and Guide to Service are clear, value based and echo the service being provided.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

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