



Inspection Report on

Perrots Lodge

**Perrots Lodge
Avallenau Drive
Haverfordwest
SA61 1XN**

Date Inspection Completed

04/12/2024

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About Perrots Lodge

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Elliot's Hill Care Ltd
Registered places	8
Language of the service	English
Previous Care Inspectorate Wales inspection	12 December 2023
Does this service promote Welsh language and culture?	This service is making a significant effort to promote the use of the Welsh language and culture or is working towards being a bilingual service.

Summary

People who have made Perrots Lodge their home are cared for by a team of care workers who are effectively led by an experienced manager who is committed to their work and to improving quality for people. Care workers are suitably trained and supervised. They are also motivated, with one saying, "*I just love my job*".

The robust governance arrangements to monitor quality have been maintained. The manager and Responsible Individual (RI) have set the values for the service in respect of quality and are visible at the service and have very good oversight of it.

Care and support plans, together with care workers knowing individuals well, means people get person centred care.

Well-being

The provider takes steps to make sure people are safe and protected from abuse, harm and neglect. Care workers know what they are required to do if they suspect an individual is at risk, and they are confident their manager would take the steps necessary to make sure people are properly safeguarded. Care workers have training in safeguarding to make sure they have the most up to date information.

The physical environment contributes to people's wellbeing. The service is light, bright and airy. Corridors are wide and there are places for people to spend their time either as a group or on their own. The replacement flooring and programme of redecoration will enhance people's well-being further.

People can do some things that matter to them, either at the service or in the local area. Overall, relatives are satisfied with the frequency and type of activities offered. Some people have additional support which enables them to safely spend time in the local community.

The relationships people have with those supporting them is good. Care workers are not rushed and work well together as a team. Care workers know people well due to the comprehensive support plans as well as the time they spend with people, getting to know what and who is important to them.

The management of the service is good. The manager is approachable and well regarded by the team. They are supported by a team of motivated care workers who are appropriately supported, trained and supervised. The team share the values of the service which focus on quality and person-centred care and support.

Care and Support

Care records are electronic and securely stored. Care and support plans are comprehensive and cover a range of areas including personal care, nutrition, personal safety and medication. Most care and support plans are up to date and contain the information needed to meet people's needs. Each individual has a personal profile which sets out "*what is most important to me: people who are important to me; how I communicate; do's and don'ts*". Daily entries are a contemporaneous record of care and support offered and provide a record of how people spend their time and the care & support offered.

People's physical health needs are met. Moving & handling equipment is available and any bed rails used are in good condition. Repositioning is carried out in accordance with care plans and care workers can recognise signs of pressure damage and know how to report any such concerns. Some people have pressure relieving mattresses and specially adapted chairs to make sure they remain comfortable and safe. People have up to date health passports which go with them if they need hospital care.

There are some opportunities for people to do things they enjoy. One person likes to go to the pub and recently went with staff. During the inspection one person was getting ready to go out for the day with care workers and others attend a day service or groups in the local area. Care workers engage with people when they are able and during the inspection some people were doing a craft activity being assisted and encouraged by care workers. Some people enjoy taking part, but others prefer to spend their time on their own.

The relationships people have with those who support them is good. Interactions are friendly, relaxed and professional. There is some good humoured banter which shows a rapport has been built, and people are fond of the care workers describing them as "*nice*" and "*kind*" with one giving the staff a hug.

There is an understanding of the importance of good nutrition. Most meals are made using fresh ingredients and there is little reliance on processed food. People have a choice of meals and cupboards are well stocked. Food stored in the fridge is appropriately labelled to make sure it is fresh. People are happy with the meals they are offered and those who are able, are encouraged to help in the kitchen with meal preparation. The kitchens are open and accessible to people to help them maintain a level of independence where possible.

Most relatives have a high level of confidence in the service, with one saying it has been "*a great move*" for one person to move into Perrots Lodge, adding "*Y loves it there*" but one said "*I can't get any information*" about the person receiving support, adding that while some staff are really good, others are less so.

Environment

People live in a service which meets their needs. Accommodation is on one level making it easy for people to mobilise through the service. The service is light, bright and airy and people and care workers have decorated ready for Christmas.

All bedrooms have ensuite facilities and are personalised with photographs, ornaments and soft furnishings. There are additional bathrooms and some have been recently refurbished.

There are two lounges as well as other areas where people can relax. The two kitchens and dining areas are sociable places where people spend their time.

Standards of cleanliness are generally good, with care workers being responsible for routine day to day cleaning and an external company does a deep clean every six weeks. The service is reasonably well maintained but some carpets need replacing as they are worn in places and there is a malodour in one area. One of the showers has an area of mould. These issues have been reported to the company who are responsible for the maintenance of the service but we were told repairs are taking a long time to get completed.

The outside areas offer people a pleasant and safe place to spend time. People are safe from any unauthorised access as care workers have to open the front gates to let people in. Visitors are also required to sign in to a visitor's book meaning care workers know who is in the premises at all times.

Equipment is serviced and maintained to make sure it is safe to use.

Leadership and Management

The manager and RI have very good oversight of the service. The RI visits regularly and the reports written are both reflective and concise. They demonstrate people living and working at the service have been consulted. They acknowledge areas where the service is doing well and where improvements are needed. Care workers find both the RI and manager to be approachable and responsive. Care workers feel valued and supported. One said *"I love the support we have here. Management are so easy to talk to"*. The Quality of Care report is comprehensive and is a measure of the progress made by the service as well as identifying the priorities for the next reporting period.

The recruitment process is safe and robust. Records demonstrate a full employment history is provided and suitable references obtained. The majority of care workers have a current DBS, and if there are any delays in renewals being obtained, a risk assessment is completed. Care workers' personal information is held electronically and only those with a legitimate reason have access to it.

Care workers have the training they need to safely and effectively carry out their duties. An experienced, motivated and well regarded trainer delivers most of the training to staff which is described as *"Brilliant.... X (the trainer) makes you feel comfortable"*. Care workers are able to request additional training if they think this is needed. There are opportunities for promotion where workers skills and knowledge are recognised. Some staff are doing additional qualifications to support their professional development. One care worker was being assessed to determine if they can safely administer medication before being able to do this independently.

Supervision is carried out and the matrix shows this is generally up to date. Care workers get feedback on their work and can talk about any ideas or concerns they have. The focus on quality is maintained. A range of meetings take place where staff are able to talk about any areas of the service, with the ultimate aim of efficiency and quality.

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	
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