Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

The Old Manse

Haverfordwest

Date Inspection Completed

18/12/2024

About The Old Manse

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Pembrokeshire Resource Centre LTD
Registered places	4
Language of the service	English
Previous Care Inspectorate Wales inspection	16th May 2023
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

People like living at the home and are supported to achieve their goals and aspirations. They are supported to develop skills which assist them in their day to day lives and encouraged to maintain meaningful relationships. People are supported with their specific communication needs and systems are in place to ensure their voices are being heard.

People are suitably assessed prior to moving in to ensure their care and support needs can be met. Care staff have a good understanding of people they are supporting and treat them with dignity and respect. Personal plans provide clear guidance on how people would like to be supported and are kept under regular review. People are supported with their ongoing health needs including specialist services which may be required.

The Responsible Individual (RI) provides governance and oversight of the service and is supportive of the manager. Quality of care systems are in place and analysis of a range of information promotes the overall running of the home.

The environment is well decorated and gives a sense of people feeling valued. The home is suitable to meet people’s needs and bedrooms decorated to reflect their personalities.

Well-being

People's voices are being heard and they are supported with their specific communication needs. They are given choice in all aspects of their day to day lives and are consulted with regularly by care staff. One person told us; *"I love it here and I like the staff".*

Weekly planners are developed by care staff and provide people with flexibility and choice of leisure activities they would like to engage in. People are supported to participate in activities which promote independent living skills such as cooking, cleaning and laundry. On the day of inspection, one person told us they had been out all-day gardening at a neighbouring service and made a wreath.

Bi-monthly house meetings provide people with a platform to express their wishes about the running of the home. People are encouraged to lead healthy lifestyles and are given choice of healthy meals as part of a balanced diet. Menus and shopping lists are developed on an individual basis and reflect people's likes and dislikes.

People are supported to spend time with families and people most important to them which promotes their emotional well-being. We saw evidence of people visiting family homes for overnight stays, day visits and family members visiting their home. One family member told us; *"They love it there and they are so pleased to return, that is their home".*

People are supported with their ongoing health needs including specialist health services. They are all are registered with a GP, dental practice and opticians and are supported by care staff to attend appointments which supports their overall well-being. Care staff are suitably trained in the administration of medication, and systems are in place for safe storage, recording and monitoring of medication.

Safeguarding systems are in place to ensure people are protected from abuse, harm or neglect. Care staff are suitably trained in recognising safeguarding concerns and understand their responsibilities on how to raise concerns in-line with policies and procedures. Incident reports provide sufficient detail on how risks have been managed and any follow up actions identified.

The environment presents as homely and is decorated to meet people's needs. Living areas are spacious for people to move around freely and bedrooms provide a private space where people can choose to spend some quiet time.

Care and Support

Provider assessments are kept under regular review and detail how the home will meet people's care and support needs. Risks are considered, compatibility with others living at the home and a rationale is provided on how risks will be managed. Details within the provider assessments inform the development of personal plans.

People have access to an information guide about the home and provides details of recreational activities, health services, and how to raise a complaint. Information is also available for external organisations such as advocacy services and Care Inspectorate Wales (CIW). The information guide is visually formatted to the needs and understanding of people living at the home.

People are supported to attend regular multi-disciplinary review meetings which allow people to voice how they would like their care and support needs delivered. Personal plans are kept under regular review and provide clear guidance for care staff on how to support people with their care and support needs. People are effectively supported to achieve desired outcomes and strong evidence-based practices are used to demonstrate how these are achieved. People, care staff and stakeholders are consulted with in developing personal plans.

Behavioural management plans provide guidance to care staff on how to support people to maintain a positive sense of well-being. Risk assessments are kept under regular review and encourage people to engage in positive risk taking. Mitigating measures are in place to ensure people are kept safe.

Daily diaries are completed by care staff and provide details of people's daily routines. Activities include shopping, trampoline park and swimming. Daily food diaries are completed and demonstrate a balanced diet. Some people's daily diaries are not always completed consistently by care staff and the manager told us this is something they are working towards as learning and development for the staff team.

Care staff are warm, kind and treat people with dignity and respect. They are knowledgeable of the people they are supporting and are trained in communication methods suited to each person's needs.

From records reviewed and observations, there was no evidence of the home currently providing an 'Active Offer' of the Welsh language.

Environment

People live in a home which is suitable to meet their needs. The living area is spacious which allows people to move around freely. It is well decorated and provides sufficient seating area for people to sit, relax, watch TV and spend time with peers. A small table is available for people to engage in activities such arts and crafts and board games. The dining area has a large table and chairs where people can sit and eat their food and socialise. The area is well decorated, and canvases are hung up on the wall of people engaging in favoured activities.

The kitchen area is clean, tidy and provides suitable equipment to make meals. Cupboards are well stocked; foods are labelled once opened and temperatures are recorded consistently. The home has achieved the maximum score of five by the Food Standards Agency (FSA).

People's bedrooms are personalised to their own taste. Photographs of family members and items of interest provide people with a sense of belonging. Each person has access to their own en-suite or bathroom area and hand washing items are available to promote a good sense of hygiene. Some en-suites within the home appeared tired and in need of refurbishment, the manager told us this has been highlighted with the maintenance team and in the process of being addressed. Overall, the bathrooms were generally clean and tidy.

The outside promotes a large garden with equipment such as a football goal and games which people can use as they please. Good quality outdoor furniture and a BBQ is available for people to spend time outside on nicer days.

Health and safety systems are in place and maintenance issues are raised in a timely manner. Records show relevant checks are carried out including electrical systems and appliances and legionella. Fire system checks are carried out routinely and a fire risk assessment is kept under regular review. Personal Emergency and Evacuation Plan's (PEEP's) are in place and provide care staff with clear guidance in the event of an emergency.

Care staff asked us to sign a visitors book and our identity was checked before entering the premises.

Leadership and Management

The statement of purpose (SOP) is kept under regular review and is reflective of the service delivered. Information is provided for the home, local amenities, assessment procedures and standards of care and support.

The Responsible Individual (RI) provides support to the manager and undertakes regular visits. A report is developed following visits and provides analysis of auditing systems, environmental issues and consultation with relevant parties. Actions are identified within reports and the manager is responsible for completing tasks in a suitable timeframe.

A quality-of-care report focuses on the home's achievements over a six-month period and lessons learnt identified which drive improvement. Surveys are sent to people living at the home, family members and stakeholders and evidence of consultation is analysed within the report.

Care staff are skilled, knowledgeable and competent. All care staff have received relevant training and hold relevant qualifications suitable to their role and responsibilities. Safety checks are carried out to ensure care staff are safe to work in the home prior to starting employment and include Disclosure and Barring Service (DBS), employment references and identification checks.

The manager and care staff receive regular supervision and records reviewed demonstrate a two-way dialogue and any developmental needs. Records for annual appraisals were not available on the day, however care staff informed us they receive annual appraisals, and they have been conducted recently by the manager. Staff meetings are carried out routinely and are well attended. Minutes of meetings provide good information of discussions held and agreed practices with care staff.

The rota ensures sufficient staffing levels are maintained to ensure people are supported safely within the home and when accessing the community. Shortfalls are covered by the manager and a pool of bank staff. We were told by the manager current job vacancies have recently been filled and the home will be operating at full capacity in the near future. No agency workers are currently being used at the home.

All care staff are registered with Social Care Wales (SCW) or are working towards registration.

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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