



Inspection Report on

Caemaen Residential Care Home

**Caemaen Care Home
Coleshill Terrace
Llanelli
SA15 3DE**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

19/10/2023

Welsh Government © Crown copyright 2023.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk You must reproduce our material accurately and not use it in a misleading context.

About Caemaen Residential Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Carmarthenshire County Council Adults and Children's Services
Registered places	30
Language of the service	Both
Previous Care Inspectorate Wales inspection	14/03/2022
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 receive the care and support they need. Care workers have a good understanding of people's individual needs and choices. Care records provide a good sense of the individual, reflect their current care needs and involve the person and/or their representative. People praise the care workers and the management of the service.

The manager is supported by the Responsible Individual (RI) and a strong senior staff team. The RI visits the service regularly and uses these and a range of quality audit tools to ensure they have a good overview of the service.

Caemaen offers people an environment which is welcoming and clean. Internal décor and furnishings are well maintained but communal bathrooms and corridors could be improved to allow people a more enjoyable and homely bathing experience and to better orientate around the service. The communal gardens offer places for people to socialise and enjoy.

Well-being

People have their choices and views recognised. People personalise their bedrooms, choose their meal preferences and get up and retire when it suits them. The individual and /or their representative are involved in the planning and review of their care. Their views are actively sought by the managers during group and individual resident meetings, the RI during their Regulation 73 visits and through questionnaires used to inform the six-monthly Quality of Care reports. People converse and receive information in Welsh if this is their preferred language.

People are safe from the risk of harm and abuse. Care workers are knowledgeable, well trained and care about the individuals living in the service. They also have a good understanding of people's needs and how best to meet these. Care records provide good information about the requirements and preferences of people. The service liaises with health and social care professionals to make sure people remain as healthy as possible. People feel able to raise concerns about the service should they have the need to do so. There are good recruitment, supervision and training procedures in place to ensure staff have the right skills, knowledge and approach to care. Staff are clear on their responsibilities to protect people and are supported by regularly reviewed and updated policies.

In the main people are supported to achieve their well-being by of the environment. However, the internal decoration in some places does not assist people to orientate around the corridors and bedrooms. Communal bathrooms can be made more homely for people to use and enjoy.

Care and Support

People's individual needs and preferences are recognised and understood. Care workers are knowledgeable about people's personal histories and their specific care needs and daily preferences. The care records we read provide a good sense of the individual, their daily routines and specific care and support needs. Accompanying risk assessments are also being regularly reviewed. There is good evidence of the person and/or their representatives being involved in their care planning and reviews.

Regular resident meetings are held to seek feedback from people. For those who are unable to or do not wish to attend the main meeting, individual meetings are held to seek their views and preferences. These meetings are well documented. One person confirmed the action identified in the notes from a meeting with him had been completed and he was very pleased.

People get up and retire when they choose, there are a range of meal options available which can be eaten in the communal dining room or in their bedroom. People told us after they had eaten their lunch *"that was lovely"*, *"It was very tasty"* and *"I'm full now"*. Mealtimes are a social occasion which is enhanced by dining tables layed with tablecloths, flower arrangements on each table, serviettes and a jug of cold juice, and an insulated tea pot ready for people to use and enjoy.

Health and medical professionals are involved in the care and support of people when required and this is well documented in care records. The service is part of the 'Gwen am Byth' scheme which provides valuable guidance and training on oral health for vulnerable people.

Care staff interact kindly with people. A number of staff speak to people in Welsh if this their preferred language. Activities play a part in people's routines. Individuals are supported and encouraged to participate in a range of activities and events. Information notices in communal display cases provide details of forthcoming events and entertainment including a "Spooky Supper" on October 31, Halloween.

People we talked with told us they feel safe living in Caemaen and are able to raise concerns if they need to, we were told, *"I would speak to one of the girls [care workers] if I am unhappy about something"* and *"Yes, I do feel safe living here, it's lovely"*. There are details of Carmarthenshire County Council's complaints procedure provided to people when they move into the service which is also displayed in communal areas.

Environment

The risks to people's health and safety are minimised. All visitors are required to sign in and out of the service. There are a range of maintenance checks and audits undertaken. Testing and servicing of firefighting, moving and handling equipment are completed within the required timescales. Personal Emergency Evacuation Plans (PEEPS) are individualised and readily available.

Communal areas and emergency exits are uncluttered and free from hazards. Substances harmful to health (COSHH) are stored safely. Emergency alarms are accessible for people to use and are responded to in a timely manner. The service is clean with no malodours.

In the main people are supported to achieve their personal outcomes. Bedroom corridors are pleasantly decorated with pictures and points of interest in some areas. However, additional thinking should be given about the decoration in the service to better support people orientate to their bedrooms and around the communal areas. There are bilingual signs throughout the service.

Some work has been undertaken to make the communal bathrooms more homely for people to use and enjoy their bathing experience. However, thought should be given how these can be further improved upon.

Bedrooms are personalised with items and furniture, pictures, and ornaments according to individual preferences. Each bedroom is numbered but only some have pictures of the person and their name on the door. Consideration should be given to have pictures on all doors to help guide people to their own bedrooms.

There are a number of communal lounges and places for people to sit and socialise. All are well decorated with colour coordinated chairs and curtains. There is a seating area by the main reception which is popular for people to use. One person told us *"I like sitting here, I can see who comes and goes"*. There is also a hairdressing room for people to use either with the hairdresser who visits every week or through private arrangements with local hairdressers.

Communal gardens are available for people to use and offer a number of areas to sit and socialise with friends and family.

Leadership and Management

People can be assured there are thorough governance arrangements in place. The RI is in regular contact with the service and has undertaken Regulation 73 visits. CIW have received copies of the reports, which demonstrates they speak to people and staff as part of the visits to the service. Staff and people confirmed this with us. There are a range of monitoring tools and audits undertaken. Actions from the audits are acted upon and reviewed regularly. There are good recruitment and selection processes in place. The correct clearances and checks are undertaken and documented before staff commence employment.

People are cared for by skilled, well trained and a supported staff team. The manager and senior care team have a clear vision for the service. Whilst there have been historical staffing issues, the use of regular agency staff compliments the permanent staff team to provide continuity of care for people. Recruitment of care workers is in progress at the time of the inspection.

Care workers told us they attend a wide variety of training and this is corroborated in the staff training matrix. One care worker told us *"I've had the best training since starting"*.

Care workers show a good understanding about their responsibility to protect the people living in the service and to report any concerns. Staff move and handle people safely, and their individual needs considered. Care workers receive regular documented supervision and an annual appraisal. The staff we spoke to and records we read confirmed this.

The manager and deputy are well respected by care workers who told us *"[manager] and [deputy] are great, they are very approachable and supportive", [manager] and [deputy] are excellent. [manager] is the best manager I have worked for; she really listens and cares"* and *"I am really enjoying it here; the manager and deputy are very approachable"*.

There are policies and procedures in place which are reviewed regularly. The Statement of Purpose reflects the service being provided and CIW are appropriately notified of incidents.

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. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement		
Regulation	Summary	Status

N/A	No non-compliance of this type was identified at this inspection	N/A
-----	--	-----

Was this report helpful?

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- [Inspection report survey](#)

If you wish to provide general feedback about a service, please visit our [Feedback surveys page](#).

Date Published 28/11/2023