



Inspection Report on

Langton Hall Care Home

**Langton Hall Residential Home
Dwrbach
Fishguard
SA65 9RH**

Date Inspection Completed

17/10/2024

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About Langton Hall Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Mavalon Care Ltd
Registered places	24
Language of the service	English
Previous Care Inspectorate Wales inspection	
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 a good standard of care and support at Langton Hall. People and their representatives are, whenever possible, involved in creating their personal plans and these are updated regularly and when any changes in care needs occur. Care workers enjoy their work, they feel valued and are well supported by management. Policies and procedures are in place to help protect people from harm or abuse. The environment is comfortable, clean and supports people to meet their needs. Infection control measures are of a good standard. Care staff are recruited following robust recruitment checks, receive supervision and training, and feel supported in their work. The manager is committed to providing a service which delivers positive outcomes for people. Care workers are motivated and enthusiastic about their roles and responsibilities. The Responsible Individual (RI) completes their regulatory duties appropriately, regularly seeking feedback from people, their representatives, and staff.

Well-being

People's physical and mental health and emotional wellbeing are effectively and consistently considered. People are supported by care workers who know them well and seek medical assistance quickly to support them appropriately when required. Personal plans hold detailed information about people's needs and reviews ensure these remain up to date and current. Risk assessments help staff understand how to support people to remain safe. The care provided on the day of inspection appeared warm, attentive and of a good quality. Staffing levels are in place to provide timely support and care is provided in line with personal plans. There are effective systems in place to manage medication in the service. People are offered a choice of nutritious food and there are communal areas giving people options on where they spend their time. People have choice and control as far as practically possible. People or their representatives are involved in care planning and the review process. Their personal preferences are detailed in personal plans of care. This ensures people receive person-centred care and support. The RI engages with people using the service and seeks their views as part of quality assurance processes.

People live in a home that is safe, secure and homely. There is a sign-in process to enter and leave the premises. The service is clean, clutter free and comfortable. Health and safety building checks are completed and documented routinely. The environment meets the needs of the people living there.

There are systems in place to help protect people from abuse and harm. Training ensures care workers are skilled, for example around how to manage medication safely, delivering person centred care and supporting people with their manual handling needs. Policies and procedures support good practice and can assist staff to report a safeguarding concern or 'whistle blow', should this be needed. Care workers feel very confident if they raised an issue with the manager, it would be responded to. The service ensures staff are fit to work at the service, and regular supervision and appraisals support continued development. Incidents and accidents are logged, and appropriate actions taken by the service. Ongoing quality assurance audits ensure systems remain effective and improvements are identified and addressed. The service acts in an open and transparent way.

Care and Support

People benefit from a good standard of care and support and their personal wishes are valued and supported. A person-centred approach to care planning ensures people are central to the care and support they receive. We saw positive interactions between care workers and people throughout the inspection. Care and support is provided in a dignified and respectful manner and people or their representatives are consulted and involved in their care planning whenever possible.

There are informative and up to date electronic personal plans which detail how care is to be provided in order to meet identified needs. The plans demonstrate what matters to the person and how best to support them to achieve positive outcomes. People's ability to be involved in care planning is considered. Recording of support given is detailed and evidences that identified needs are monitored and regularly reviewed. Risk assessments and management plans identify people's vulnerabilities and give care workers guidance on interventions that will keep people safe.

Arrangements are in place for storing, ordering, and administering medication which is stored safely. The service has a policy and procedures in place to support the safe handling of medication in line with current best practice guidelines. We found medication is managed well in the service. Management complete audits of the medication process in order to identify any patterns and trends. The service promotes hygienic practices and effectively manages infection prevention and control procedures. All care workers have access to personal protective equipment (PPE) to ensure they work within the services' infection prevention and control policy.

People receive the support they require when they need it. Generally there are sufficient staffing levels for each shift, with a number of staff having worked at the service for some time. This supports good continuity and enables staff to know people very well. Care workers respond quickly to call bells and any requests of help. Staff and relatives told us that there are some occasions when more staff would be beneficial, in particular during early mornings. Staff feel that they do not always have time to spend with people doing one to one activities of their choice. They told us however that they are able to deliver care in the way in which they would like to and are not rushed or hurried. Staff are supportive of each other and complimentary of the support peers and members of the management team provide. People and family members spoke very positively indeed about the care provided to them at Langton Hall.

Environment

The provider ensures people's care and support is provided in a location and environment with facilities that promote people's well-being and safety. The environment meets the needs of the people living there. Within the home there are numerous communal areas including a large communal lounge, a smaller, quieter sitting area and spacious dining room. We saw people's bedrooms are personalised with items of personal choice. We saw people moving freely within the area in which they live. The grounds are maintained to a good standard with mature trees and shrubs, lawns and a paved patio area with outside furniture for people to enjoy.

Confidentiality is maintained throughout the home. People are safe from unauthorised visitors entering the building, as all visitors have to ring the front doorbell before gaining entry and are asked to record their visits in the visitor's book when entering and leaving. Care records are held electronically, and staff personnel records are securely stored in the administration office.

Health and Safety measures are in place to keep people as safe as possible. Equipment and facilities including hoists and slings are tested regularly. Fire safety equipment is tested both internally and by external contractors and all staff have fire safety training. People living at the service have a Personal Emergency Evacuation Plan (PEEP) in place, which guides care staff on how to evacuate people in the event of an emergency.

Leadership and Management

The service has a clear vision and ethos. Its aims, values, and delivery of support are set out in the Statement of Purpose in a transparent way. A written guide is available for people in the service, containing practical information about the home, and the support provided. The service also offers a very good variety of formal and informal opportunities for people and their representatives, to ask questions and give feedback. Staff and people told us the manager is easily accessible and is very approachable.

A robust recruitment process ensures care workers have the skills and attributes required for working in the care sector. We examined a selection of personnel files and found all the necessary pre-employment checks have been completed. These include, employment history, references from previous employers and Disclosure and Barring Service (DBS) checks. After being offered a post at the service care workers are required to complete a structured induction which is aligned with the All-Wales Induction Framework. Care workers are also required to work a probationary period where their competence within their role is assessed. Shadowing opportunities are provided where care workers work alongside experienced members of the team.

Care workers feel very well supported in their roles and are trained to meet the needs of the people they care for. We looked at records relating to formal support and found care workers receive supervision every three months along with an annual appraisal. The service provides all staff with a programme of training and development. All care workers complete the service's core training which is relevant to the needs of people living at the home.

There are strong governance arrangements in place to support the smooth operation of the service and ensure continued quality care and support. The manager is very familiar with people living in the home, and with staff. The manager, supported by the responsible individual, drives service delivery, ensuring consistently good practice. The RI has clear oversight of the service. The RI completes regulatory visits seeking feedback from people, their representatives, and staff.

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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