



Inspection Report on

Gardens Care Home

Neath

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

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About Gardens Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Gardens Care Limited
Registered places	4
Language of the service	English
Previous Care Inspectorate Wales inspection	[17 th July 2024]
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

Gardens Care Home is conveniently located in the centre of Neath and provides a service to adults who require care and support. The service is run by an appropriately qualified manager and team of care staff. The responsible individual (RI) has oversight of the service and is committed to making improvements where required. There is ongoing refurbishment underway to ensure environmental repairs and upgrades are made.

The management team are approachable and supportive. Staff say there is a strong sense of teamwork within the service, and they are committed to achieving the best possible outcomes for people. Staffing levels are kept under review to ensure they remain appropriate. Staff are suitably recruited and trained and are familiar with the home's policies and procedures and can access these easily. Written information about the home and services are available.

Since the last inspection, several improvements have been made to aspects of the service. This ensures that people receive a good standard of person-centred care and support.

Well-being

People live in suitable accommodation, which overall supports their well-being. We saw people are encouraged and supported to do the things they enjoy and matter to them. A range of daily activities are offered to people to get involved in if they wish. We saw warm and respectful interactions between care staff and people. People's bedrooms have been further personalised since the last inspection, with their input, and new bedroom furniture has been purchased where required. People have facilities that encourage their independence with an accessible garden they can use freely, which is secure. People told us they like living at the service.

People are protected from harm and neglect. There are systems in place to keep people safe, including secure external doors, a secure outdoor area and sign in/out procedures for visitors. Staff receive safeguarding training and are confident in reporting any concerns they have in relation to this. The provider has clear policies and procedures in place that are reviewed routinely. There are checks in place to ensure the service remains homely and welcoming whilst being safe.

People are treated with dignity and respect. We saw positive, relaxed and warm interactions between care staff and people throughout the inspection. People informed us they feel safe living in the home and are consulted with and involved in their support. People are supported to maintain and develop skills, which are documented in personal plan reviews. People are supported to access their local community, in line with risk and personal plans. We spoke to care staff and all confirmed there are appropriate staffing levels currently ensuring people's needs are fully met. The manager told us the service is presently settled with a full staff team in place.

People are supported in a service where the RI is visible. The RI visits the service regularly and spends time with people and care staff. Staff informed us the RI is approachable and supportive. The RI completes quarterly reports using feedback obtained from people, their families and care staff. The bi-annual quality of care review is also completed as required to drive improvements in the service where possible. The manager completes audits of aspects of the service.

Care and Support

People are supported with personal plans and risk assessments that reflect their needs. We saw a sample of personal plans which had up to date information and were reviewed regularly. Personal plans are written to reflect people's needs and aspirations. This is an improvement acted upon since the last inspection. Detailed risk assessments are available and correspond with these plans. We saw people or their representatives were involved in the review of these plans. Care outcomes are detailed in each plan and care logs focus on outcomes for people and were informative and easy to read. We saw support provided in a respectful and sensitive manner, interactions seen were warm and considerate. People looked relaxed in their surroundings and told us they were happy living at Gardens Care Home.

People can do the things that matter to them and make them happy. We saw positive and supportive interactions between care staff and people. People spoken with told us they liked living at the service. We saw care staff engage people in activities they enjoy. There are activity planners in place which reflect people's interests and opportunities for new activities are actively explored. We saw people being supported to access the local community. People's cultural and communication preferences are respected, and opportunities sought to promote this.

There are systems in place to safeguard people using the service. Care staff receive safeguarding training and those spoken with have good knowledge of their responsibilities and how to report concerns they may have about people they support. There is a safeguarding policy in place which is reviewed as required. Deprivation of Liberty Safeguards (DoLS) are in place and up to date for people who do not have the capacity to make decisions about their accommodation, care, and support.

There are safe systems for medicines management in place. Medication is stored securely in a designated locked area and only trained staff have access to this. Refrigerated medication is stored in its own dedicated fridge in a secure designated room. This is an improvement acted upon since the last inspection. Medication room and fridge temperatures are taken daily and are within a safe range. Staff have recently received medication training and completed annual medication competencies. Medication policies and procedures are up to date and contain relevant information.

Environment

Care and support is provided in a location and environment that promotes achievement of personal outcomes. Since our last inspection, bedrooms have been personalised to the preferences of people and new bedroom furniture has been bought where needed. This is an improvement acted upon since the last inspection. People told us they were happy with their bedrooms and liked their new furniture. The main communal area was found to be clean, homely and free from clutter. We saw people making good use of this space and looked relaxed in their environment. There is an additional quiet lounge, and the manager told us of plans to de-clutter and redecorate this area. There are sufficient toilet and bathing facilities. The kitchen is clean and organised, and people are supported to make drinks and meals. We saw that food was stored appropriately and fridge and freezer temperature checks taken daily. The manager told us of plans for a new kitchen to be installed. There is a secure outside area people can access freely if desired.

The service provider has procedures in place to maintain the environment and mitigate risks to health and safety. The service is secure, and a visitors' book is in place. This is to ensure the safety of people is maintained and to comply with fire regulations. We saw mandatory fire safety checks take place routinely and certificates for gas, fire detectors, fire extinguishers, electricity and electrical equipment are all up to date. A comprehensive fire risk assessment has recently been conducted and actions required from this are being completed. A fire drill had taken place recently. Fire exits are clear of clutter and obstructions, with no obvious trip hazards. Monthly water temperature checks are taken and documented. Personal emergency evacuation plans (PEEP's) are in place for people. Laundry facilities are kept in a separate locked room and away from food and food preparation areas. We saw appropriate storage and control of substances hazardous to health (COSHH). These were kept in a designated locked area and risk assessed and COSHH safety data sheets were available on the day of inspection. This is an improvement acted upon since the last inspection.

Leadership and Management

The provider has governance arrangements in place to ensure the smooth operation of the service. The RI visits the service frequently and speaks to people and staff. They engage with a range of stakeholders which informs their regulatory visit reports and their quality of care reviews. The RI is supported by a dedicated manager who is committed to making necessary improvements within the service to improve standards where needed. This is achieved through regular auditing along with seeking feedback from people, their families, staff and acting upon this.

People receive care and support from a staff team who have appropriate knowledge and skills. Staff files contain evidence of appropriate recruitment and background checks. Up to date Disclosure and Barring Service (DBS) checks are in place. This is an improvement acted upon since the last inspection. All staff receive induction training when starting in their roles followed by ongoing training. Staff told us they feel they have enough time to spend with people and they don't feel rushed. Many of the staff team have worked at the service for some time, which helps facilitate continuity of care and consistent support. Care staff are registered with Social Care Wales (SCW), the workforce regulator, or are working towards this.

The service provides good information to the public. The Statement of Purpose sets out the service's aims, values, and support provided, and is updated regularly. A written guide contains detailed practical information about the service and the care provided.

The service has a committed staff team who feel supported in their roles. Care staff have regular supervision to reflect on their performance, identify support they might require, and discuss any issues. Annual appraisals are up to date and review staff performance over the previous 12 months. Team meetings are regularly held, and two-way discussions actively encouraged and promoted. We spoke with staff who told us they feel valued and supported in their roles. Staff spoken with told us, *"I love working here and I feel 100% supported"* and *"the team are fantastic, and the management are very approachable"*.