



Inspection Report on

Fronhaul

**Fronhaul
Station Road
St. Clears
Carmarthen
SA33 4BQ**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

19/12/2024

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About Fronhaul

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Fronhaul and Brookfield Care Home Ltd
Registered places	16
Language of the service	Both
Previous Care Inspectorate Wales inspection	2 June 2023
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

People are very positive about the person-centred service they receive. They are supported by a professional and knowledgeable staff team, with whom they have built up understanding relationships with.

The environment is well maintained and meets people's needs. People personalise their own rooms as they choose and use communal spaces to relax and socialise.

The Responsible Individual (RI) regularly talks to the people who live and work at the service, when he visits. Information from these Regulation 73 visits and internal audits inform their six-monthly quality of care review.

Well-being

People are positive about the service and relationships they have developed with their support workers. People's preferences and wellbeing goals are at the forefront of care and support provided. The deputy ensures people's individual circumstances are considered in the care planning process. People remain as healthy as possible because health and social care professionals are involved in the care planning process.

People are protected because recruitment processes and training ensure they get the right care and support. People and staff have confidence in the managers and are happy to use the open-door policy. Support workers receive an effective induction and ongoing development and register with Social Care Wales. Staff protect people from abuse and neglect and are fully aware of their responsibilities to raise concerns. People know how to make a complaint if needed.

People are relaxed and comfortable because they live in a home that supports them to achieve their well-being. People do things that matter to them and choose where they wish to spend their time and there are spaces available for them. People interact with each other and are supported to be active members of their local community.

People know the RI well and have a voice because they talk with him openly whenever he visits the service. Quarterly Regulation 73 visit reports focus on the people who live at the service and their well-being. People, their representatives, staff and professionals are consulted as part of the six-monthly Quality of Care Review.

Care and Support

People are very happy with the person-centred service they receive. They are effectively supported by a team of workers with whom they have built up positive relationships. We saw lots of reassuring, friendly and patient interactions between people and staff throughout the inspection. There is a relaxed feel at the service and people are supported by a team of professional and experienced staff team. A support worker told us, “*The residents are brilliant. They are lovely*”. A visiting health and social care professional is positive about the service and the support people receive.

Support workers are guided by highly detailed personal plans that enable people to be as independent as possible. People are at the heart of their plans, which focus on individual's strengths, identify what people can do for themselves or where and what support is required. People, their support workers and care professionals are involved in plans to ensure they are relevant and meet people's needs. The manager ensures any restrictions to people are done so legally, with the correct documentation in place. Positive risk assessments help people to remain safe while encouraging them to be as active and as independent as possible. Plans are regularly reviewed by people and their key workers to ensure they focus on their health and well-being goals. Support workers can make suggestions to ensure plans continue to meet people's individual needs. Guidance from health and social care professionals is reflected in plans and we observed support workers adhering to this through the inspection.

Medication storage, administration and recording systems are safe and in line with national guidance. Senior support workers ensure medication is managed appropriately and take time to give people the right dose of medication at the right time.

The service encourages people to be as active and as social as possible by doing things that meets their own specific preferences. People enjoy regular past times in the home such as watching TV, playing computer games, interacting with each other and spending quiet time alone in their rooms or communal spaces. People also enjoy a wide variety of activities in their local community such as, eating out, attending social clubs, shopping and going to concerts.

Environment

The environment helps to support people to achieve their individual outcomes. People are very relaxed and comfortable in the communal areas and their own rooms. There are different spaces available for people to socialise with each other, their visitors or to have time quietly on their own. Individual rooms are highly personalised; people decorate them as they wish with their own furniture, pictures, soft furnishings and technology. The accessible grounds are used by people in the warmer weather.

The provider has a planned upgrade programme to ensure the home is well maintained and meets people's needs. They have updated four bathrooms at the service and purchased new furniture for people's rooms, since the last inspection. We were told any maintenance issues with the environment are acted upon quickly and repairs are completed promptly.

The provider has systems to ensure regular health and safety audits of the property and equipment are completed. Designated staff complete the required testing of fire safety equipment, health and safety audits are routinely completed. Personal Emergency Evacuation Plans are up to date and available when needed.

The kitchen has a food hygiene rating of five and the service ensures people's specific dietary health needs are catered for. There is a seasonal, four-week rolling menu and people can choose alternatives whenever they want. People are actively supported to cook for themselves and each other.

Leadership and Management

The Responsible Individual (RI) visits the service regularly and knows people well. There are effective systems in place to help the provider improve the quality of the service people receive. The RI completes comprehensive reports every quarter. He reviews documentation and his discussions with people and staff helps ensure the service is effective. A support worker told us, *"[RI] always talks to the staff, he's always here for the residents and makes sure everyone is Okay"*. The six-monthly Quality of Care Review uses this feedback and actions following any lessons learned to help the provider to improve the quality of the service for people.

The manager is well supported by the deputy. They have good systems in place to ensure documentation is effective and supports staff to enable people to achieve their outcomes. The deputy manager has a 'hands on' approach and knows people well, we saw many positive interactions between them and people during the inspection. A support worker told us, *"[Deputy] always has time for the residents and the staff"*. The manager and deputy have created a relaxed and enabling culture that supports people to achieve very good well-being outcomes.

The required pre-employment checks take place before new staff start work. Support workers register with the workforce regulator Social Care Wales. New staff receive an induction and shadow an experienced member of the team to help them understand their role. When discussing their induction, a support worker told us, *"Getting to know people slowly was really advantageous"*. Support workers receive regular supervision that focuses on the people who live at the service. Ongoing development is a mixture of E: Learning or face to face training that enables support workers to effectively meet people's needs.

The provider ensures there are adequate numbers of support workers available to meet people's needs. Experienced and professional support workers have built up strong relationships with people and understand their specific and individual needs.

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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