



Inspection Report on

Peniel Green Care Home

**Peniel Green Care Home
216 Peniel Green Road
Peniel Green
Swansea
SA7 9BD**

Date Inspection Completed

30/09/2024

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About Peniel Green Care Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	HC One Limited
Registered places	34
Language of the service	English
Previous Care Inspectorate Wales inspection	22 September 2023
Does this service promote Welsh language and culture?	This service is making a significant effort to promote the use of the Welsh language and culture or is working towards being a bilingual service.

Summary

Peniel Green Care Home is a friendly service that supports people to lead an active social life. People feel at home in their surroundings and have influence over the service they receive. Care staff provide a consistently good standard of care and support, which promotes people's health and well-being. People enjoy a diverse range of meals and activities. The Responsible Individual (RI) values people's views and constantly looks to make service improvements.

The accommodation is clean, homely and well-maintained. Indoor areas are comfortably furnished and stimulating. The home has an attractive front garden that people frequently use. People are also supported to access community facilities.

Staff take pride in their work. They receive positive feedback about people's experiences which motivates them to provide the best possible service. Staff are appropriately trained and feel supported by the manager, who is open and responsive to concerns. The arrangements for undertaking staff supervision and team meetings are being adjusted to allow for more effective information sharing and reflection. Staffing levels support the delivery of a safe service.

Well-being

Peniel Green has a warm and welcoming atmosphere. People are treated with dignity and respect and their views are valued. Care staff are considerate in their approach and make every effort to include people in decision-making. One person said, *"It's good here; the carers are lovely"*. An online review from a relative states *"It's a real home from home"*. People are fully involved in developing and reviewing their personal plans. The RI takes into account people's views and experiences when formally assessing standards.

People lead fulfilling lives doing things they enjoy. Care staff know what matters to people and accommodate their requests where possible. People have meaningful conversations with care staff, who are familiar with their personal interests and backgrounds. The home promotes a range of activities that people can take part in individually or as a group. People have opportunities to pursue their interests and spend time in the community.

People get the right care and support. Staff consider people's needs, wishes and preferences when developing and reviewing personal plans. People maintain a suitable diet and are supported to take their prescribed medicines. Care staff monitor people's health and well-being and make timely referrals to medical and specialist services. One person told us *"They are looking after everyone here"*. There are suitable measures in place to minimise cross-infection risks.

People are protected from harm. The home is secure and properly maintained. Care staff are available to give people the care and support they need. They know how to deal with incidents and report health and safety concerns. People are provided with the right equipment, which is routinely checked and serviced. Staff have the skills needed to provide a safe, good quality service. There are robust systems of audit in place to monitor standards and drive practice improvements.

People live in accommodation that supports their individual needs. The home has private and communal space for people to relax and enjoy one another's company. It is suitably adapted and well-furnished and decorated. The environment has some stimulating and uplifting features. People make good use of the nicely presented front garden.

Care and Support

People enjoy life at Peniel Green. We saw them relaxing, talking together and completing various activities in the lounge and dining room. People told us *“I’m happy; it’s quite nice here”* and *“I like it here – I like being with people and talking to them”*. The home has a rich programme of activities that celebrates different cultures and promotes sensory and physical well-being. People expressed delight at a visit from a pony and appeared to take comfort and joy from doll therapy. We also saw people watching their favourite programmes on a portable activity tablet. Staff support people to achieve their dreams and visit places of interest, such as coffee shops and Folly Farm.

People benefit from regular interaction with staff. Care staff are visible and attentive to people’s needs, taking time to talk with them and provide emotional support. People said, *“The staff are good”* and *“Oh, the staff are marvellous, they really are!”*. Relatives have also praised staff during recent online reviews. Comments include *“The staff are excellent and very patient”* and *“I see only kindness and reassurance every time I visit”*.

People have enjoyable dining experiences. Care staff encourage people to eat and drink often and drink stations and snacks are readily available. People choose from a varied, nutritious menu and their preferences are accommodated. One person confirmed *“You can have something else if you don’t like the main meals”*. Care staff communicate well when assisting people with their meals; they ensure people are comfortable and give them the time they need. People’s weight, nutrition and hydration are monitored so any concerns can be acted upon quickly.

People are consulted about the service they receive. Managers gather details about people’s backgrounds and preferences during initial assessments and use these to develop personal plans. Resident profiles also identify what is important to people and include essential care information. Staff carry out regular care reviews with people and/or their representatives, which consider whether people are satisfied with their care and support and if personal plans need changing. We saw changes to people’s needs reflected within review records but not always added to the relevant personal plans. The home intends to introduce an electronic care planning system which will make updating records easier. In the meantime, staff need to ensure personal plans remain accurate and up to date.

People have input from medical and specialist services to promote their health and well-being. Care staff make prompt referrals to the relevant professionals when there are changes or concerns around people’s health. We saw medicines being administered in a safe way. Staff know about people’s preferences regarding administration and accurately record the assistance they provide. Care practices are monitored via internal audits. The company’s quality and clinical teams support care staff to practise safely and efficiently.

Environment

People live in a clean and tidy environment. The service has addressed concerns from commissioners and improved infection control practices. Cleaning schedules are in place to prompt domestic staff in their duties. We found private and communal rooms to be clean and hygienic, including equipment and easy to miss areas. The laundry room is organised and includes a flow system to separate clean and dirty items. There is designated space for storing each person's clean laundry before it is put away. The service achieved a food hygiene rating of 5 (very good) following an inspection in October 2023.

The accommodation is thoughtfully presented. The décor is homely and features people's artwork and seasonal decorations. A well-being poster promotes positivity by inviting people to share uplifting words and phrases, such as "*Not every day is good but there is something good in every day*" and "*A smile is the best medicine*". The home's menu and monthly activities programme are visible, keeping people informed about home life. People's bedrooms are nicely furnished and decorated and have a personalised design and layout. Scrap books containing photographs of the events and activities people have participated in are also available, providing reminiscence opportunities. The hair salon has recently been redecorated and furnished in a style chosen by residents. There are plans to refresh the paintwork within hallways and create extra space for people to enjoy quiet time.

The home and facilities are properly maintained. A maintenance officer carries out routine health and safety checks, which the manager oversees. These include testing water temperatures, managing legionella risks and checking the condition of window restrictors, profiling beds, fire safety and other equipment. Keypads are fitted to exits and doors leading to hazardous areas, preventing people accessing these without support. We also found storage rooms to be locked, and chemicals stored securely. People are provided with the safety equipment they need, as set out within their personal plans.

The service makes good use of its available outdoor space. People can view and access the front garden from the main entrance and lounge areas. They have helped design their garden by creating outdoor decorations and ornaments. We saw care staff supporting people to use the garden at their leisure. People have also had fun during a recent open day, which included live entertainment, stalls and fancy dress.

Leadership and Management

The home has a visible and approachable management team. The manager has worked with care staff to make positive changes. One staff member said, *“Things that have changed have been for the better”*. The manager is supported by an area director and a newly appointed deputy manager, which has increased the network of support. The service has a confidential whistleblowing line and staff are clear about the procedures to follow should they have any concerns about people’s welfare. Information on how to access advocacy support is prominently displayed for people to refer to.

There are systems in place to drive a good quality service. The home has a quality and improvement lead who completes quality assessments and promotes best practice by developing staff’s clinical knowledge and understanding. When incidents are logged, alerts are sent to the RI and other department leads so good practice recommendations and learning can be shared. The RI supervises the management of the service effectively, carrying out extra visits when concerns are raised. The RI also completes meaningful evaluations of the service following quality-of-care reviews. The report from the latest review provides an excellent overview of people’s experiences and identifies areas of learning and development.

The service has a stable team of staff who work together to ensure the home runs smoothly. One person told us *“The carers are very good; they are there if you need them”*. We observed care staff responding to call bells and sensor alarms quickly. The manager regularly audits call bell response times, which are tracked electronically. Reports show that people consistently receive timely support. The service uses the same group of agency workers to cover staff absence. The home can be a hive of activity and care staff told us it can be a challenge to constantly supervise communal areas. There are plans to implement a staff allocation system to assist care staff in their duties and help keep people safe.

Staff undergo the required pre-employment checks, but an audit is needed to ensure all recruitment documents have been appropriately filed. Staff have the knowledge and skills to cater for people’s needs. They complete a comprehensive induction and training programme, which supports their continuous learning and development. Online reviews from relatives include the following observations: *“Excellent staff - kind, caring and helpful”* and *“Very happy indeed with the care, attitude and knowledge of the staff”*.

Staff are passionate about their jobs and appear motivated in their roles. The manager listens to and supports staff on a personal and professional level. However, the supervision process needs strengthening to ensure staff have regular opportunities to reflect on their roles and performance. Work to improve staff’s engagement with team meetings and promote better information sharing is also planned.

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 inspection	N/A

34	The service has regularly operated with insufficient housekeeping staff due to staff shortages. It relies heavily on agency workers to maintain safe staffing levels during day and night shifts. Agency workers do not always have the required knowledge and skills, which impacts on the workload of the team. This has affected staff morale and is likely to have contributed to frequent sickness amongst the team.	Achieved
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Date Published 07/11/2024