



# Inspection Report on

**Coalbrook Care**

**39 Coalbrook Road  
Pontyberem  
Llanelli  
SA15 5HU**

## **Date Inspection Completed**

13/02/2025

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## About Coalbrook Care

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Reflect Education Ltd
Registered places	8
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">29/08/2024</a>
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 can be confident they receive care and support from care staff who are highly motivated, committed and know them well. Individuals receive a person-centred service, ensuring they live happy, healthy lives. People have a strong voice within the service, and their views are listened to and acted upon.

The environment and accommodation is suitable for people's needs and is safe, secure and maintained to a very high standard. Most areas have been re-decorated to keep them looking fresh and clean. The service is homely and welcoming.

Quality assurance processes are in place and the Responsible Individual (RI) has oversight of the service ensuring people receive the best possible care and support. The quality of the service is reviewed taking into consideration the views of people living and working at the service. People and their representatives' views are important and contribute to the continual reviewing of standards of care provided

The RI visits regularly and provides good leadership skills and is committed to providing person centred care and recognizing and promoting people's individuality. There is some improvement needed with the RI's auditing to ensure full oversight is achieved.

## Well-being

People live in a home which best supports them to achieve their goals and supports their wellbeing. Bedrooms are personalised and decorated to individuals own tastes, which are adapted to meet their needs. People are supported to improve their daily living skills.

People are very positive about the service and the support they receive. People have choice and control over their lives and are treated with dignity and respect. Care staff speak affectionately about the people living in the service and have a good understanding of the person, their needs and how to meet these. Care staff interact with and support people in a caring and thoughtful manner. People receive personalised support from a provider which values quality, honesty and empowerment.

People have a voice with regards to all aspects of their lives and are actively involved in their support arrangements. People do the things that matter to them. They are supported and encouraged to improve their wellbeing through planning and engaging in activities and daily tasks.

People's emotional wellbeing and health outcomes are enhanced through positive relationships with staff, friends and family.

People are safe and protected from harm and abuse. Care staff know the procedure to follow if they have any concerns. They would not hesitate in reporting any concerns to their manager and are confident that any issues would be addressed appropriately. General and individual risk assessments are undertaken to keep people as safe as possible whilst ensuring they do not restrict people.

## Care and Support

People receive care and support from staff who have a good understanding of their individual needs and how best to support them. Care records are clear and provide a good picture of the individual. The care plans and risk assessments are reviewed regularly. Staff are mindful of escalations and changes in people's behaviours and there are clear plans for them to follow to support the individual during these times. Health and social care professionals are actively involved with people where necessary, and this is well documented in their care records. Communication between all parties is effective and this is important to ensure people remain safe and their personal outcomes are achieved.

People receive care and support from a kind, knowledgeable staff team who work hard to make sure people are supported to achieve their personal outcomes. People are very comfortable in the presence of the staff team, we observed a relaxed atmosphere with a lot of laughter and lovely interactions. Care staff know everyone and what is important to them. They strive to work with them to help them achieve their personal wishes and aspirations.

Whilst some people living in the service are unable to fully express their opinions to us, people were seen smiling, laughing, engaging with those around them and doing activities they wanted. Some people told us how much they like living in the service, the support from staff, and activities they enjoy. Staff speak warmly about caring for people and working in the service.

People do things that make them happy. People have access to a range of activities both external and within the service. People were seen participating in and enjoying activities during the inspection. One person wanted to show us their necklace and the doll they had with them. When asked if they liked living here, they nodded and smiled. Another person showed us the needle work picture they were doing, they told us *"It's a hard one but I enjoy it, I have done loads I like craft."* They then told us about the needle works they have finished that are framed and displayed around the home. It was very clear they were proud and happy to have their work on show.

Care staff told us they have enough time to support people appropriately. Staff respond to requests from people in a timely manner and interactions are friendly, respectful, and unrushed.

Mealtimes are social occasions. People sit together, all eating different meals of their choosing. There is a menu, but care staff told us people can have what they want further demonstrating a person-centred approach.

## Environment

The service provides an environment which supports people to achieve their personal outcomes. The layout of the environment enables people to use the facilities available to them safely. People are fully involved with the decoration of the home and their bedrooms. Individual bedrooms are decorated to an exceptionally high standard and people have their personal belongings, ornaments, and pictures.

The environment is clean, tidy, and homely, with all the facilities that meet individual's needs. Currently the ground floor is used by the people living in the home, and an office is on the 1<sup>st</sup> floor. We saw people moving freely around spending time where they wanted. Some were socialising at the dining table and doing activities, some resting in the lounge and others choosing to spend time in quiet areas. The layout of the service encourages socialising as well as having private areas for people to enjoy on their own or with their visitors. The kitchen area is large enough to promoting communal cooking.

Garden spaces are maintained to an extremely high standard. They offer the opportunity for people to use them for their own enjoyment and safety. The home has a pool on site that is well maintained, and regular checks are carried out to ensure it is safe to use, there are policies and risk assessments in place for the pool and its use. These are regularly reviewed and updated as needed.

Arrangements are in place to minimise risk to people's health and safety. All visitors are required to sign in and out of the service. Testing and servicing of fire-fighting equipment are completed within the required timescales.

Substances hazardous to health are stored safely and communal areas are uncluttered and free from hazards.

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

People living and working in the service are supported by a knowledgeable, committed, and effective leadership and management team. The RI has a good oversight of the service, their quarterly reports focus on the safety and wellbeing of people. We saw reports that show the RI seeks the views of people and staff and that action is taken as a result. Staff confirmed this with us. However, there is improvement needed in the oversight of monitoring and audits. We found the auditing and monitoring of staff training is not effective as there is a large number of trainings that are out of date. An area for improvement has been issued for this and will be checked at the next inspection.

Staff attend a range of mandatory and specific training and the service's training matrix confirms this although there are large gaps in refresher training. Care staff demonstrate a good understanding of their role in supporting the people in the service and protecting them from harm.

The provider ensures there are enough knowledgeable and skilled care workers to provide the right support for people. Pre-employment checks take place before new employees start work - these include reference checks, photo identification and Disclosure and Barring Service (DBS) checks. The staff induction programme links to individual learning outcomes and the 'All Wales Induction Framework for Health and Social Care.' All staff are registered with Social Care Wales.

People benefit from a well led, effective management team where care staff feel supported and valued and people are supported to live the best life they can, doing things important to them. The RI visits regularly and takes time to listen to the views of people and care staff. People's views are sought regularly in various ways including meetings, one to one discussions with staff and management and through questionnaires. Records seen show suggestions for improvement are always considered and acted on where possible. This was confirmed by staff spoken with.

Management and staff said they get exceptional support from the RI describing them as *"great, always there if I need them"* and *"it's been a difficult time lately, but the RI has been there to support, and we know we can reach out no matter what"*.

People are cared for by a staff team who are well supported and passionate about individuals having the best. Care staff are very happy and told us how the support from the management team is much better than it's been before. Comments include *"This is not just a job it's my second family, we work as a team now more than ever"*, *"The support is fantastic, I wouldn't change anything"* and *"It's been difficult at times with stuff that has happened, but the support is great; best it has been. I love it here"*.

Summary of Non-Compliance	
Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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
36	The provider doesn't ensure that staff have the mandatory and specialist training required to	New



	provide the care and support needed.	
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**Date Published** 03/03/2025