



Inspection Report on

Martello House

**Martello House
Fort Road
Pembroke Dock
SA72 6SX**

Date Inspection Completed

07/05/2024

Final unpublished report

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About Martello House

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Pembrokeshire County Council Adults and Children's Services
Registered places	8
Language of the service	English
Previous Care Inspectorate Wales inspection	30/3/2023
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

Martello House provides a reablement service in which people stay for a period of time in which their independent living skills are promoted. The service offers a warm and friendly atmosphere where people are supported to be as independent as possible. People are welcomed and provided with an environment where they feel they are valued and have choice. People have the support to do things that matter to them and activities are tailored specifically to them and their development. People appreciate the meals offered to them and are also encouraged to prepare their own food in either of the two kitchens which are specifically for the use and further development of people living in the service. Personal plans are in place and people are part of the reviewing process, helping to set goals they would like to achieve. Relevant professionals are integral to the development of care plans and reviews and family members are encouraged to participate where appropriate. There is a robust medication administration procedure for the service.

The environment is safe. People have their own rooms, all with en-suite facilities, which are spacious and well equipped. There is a rear outdoor space and communal areas are bright and fresh.

The provider has a nominated responsible individual (RI) who has oversight of the service and quality of care. A dedicated, experienced manager is responsible for the day-to-day smooth running of the service, supported by a consistent care team. Care staff are recruited safely, are suitably trained and experienced.

Well-being

People's physical and mental health is supported. Personal plans show clearly how people can be supported with their physical and mental health and care workers follow these. Care staff have relevant training around supporting people, both in terms of mandatory training and in areas specific to the people they care for and support. There is a calm, relaxed atmosphere within the home. People are encouraged to stay as active as possible and are offered a balanced diet to promote their overall health. Records are kept which monitor a person's well-being and action is taken to involve health professionals if this is required. People are supported to take their medication in a timely manner to promote their health.

The provider has systems in place to ensure people have control over their day-to-day life. Agreed care plans show what a person can do independently. People set goals to show what they would like to achieve on a more long-term basis. Daily, people choose to carry out their own personal care, go out, stay in, enjoy activities of their own choosing or have a meal, drink or snack when they want one. One person told us: *"the staff are absolutely amazing, they help whenever I need it. I have to work hard to do as much for myself as I can though as I want to get back home to my own house as soon as possible"*. Relatives spoken to emphasised that care staff work collaboratively with people in order to promote their independence and enable them to fulfil their aims and objectives whenever possible. People can select where to be in the home, what to do, and who to be with.

People are protected from harm and positive relationships are fostered. The environment is safe. People can lock their personal belongings away if they wish, and bedrooms can be locked to maintain privacy. People feel comfortable and relaxed living in Martello House, experiencing the security of being supported by care staff who genuinely care about their further development and well-being. Good friendships are evident between people and care staff and care staff are well informed about each person living in the service. There are suitable numbers of trained staff and an experienced manager who oversees the smooth running of the service. Care staff are aware of how to safeguard vulnerable adults and have training in order that they know how to report issues promptly and appropriately.

Care and Support

People are involved in decisions regarding how they wish to receive their care and support. Personal plans record people's individual strengths as well as the tasks they need support and assistance with. Issues that matter to people are seen as important and are recorded in their plans. This helps care staff to get to know each person, beyond their care and support needs. Reviews of personal plans take place regularly to ensure care staff can access up-to-date written information regarding people's needs. Risk assessments are in place to record specific identified risks to people's health and safety and the measures in place to mitigate those risks. Referrals to health and social care professionals are made appropriately and promptly when changes occur in people's circumstances. This means people receive specialist advice and support when needed, to maintain their ongoing health and well-being. Records of the outcome of the professional's input are available to guide staff in what action they need to take in response to the change in the person's needs. People benefit from good hygiene and infection control practices in place.

Medication management arrangements at the service are robust and staff competence in this area is regularly checked. People are supported to receive their medication as prescribed. Good arrangements are in place for the storage of medication and medication records were seen to be accurate. Systems are in place to protect people from harm and abuse. Staff receive safeguarding training and demonstrate a good understanding of their responsibilities in relation to protecting people from harm and neglect. A safeguarding policy has been developed and reports are made appropriately to the local authority when required.

Environment

Martello House can accommodate up to eight people. The home is set over a single ground floor and contains two identical units consisting of four bedrooms each. All bedrooms are spacious, light and airy and contain an ensuite shower room. Each unit contains an accessible kitchen in which people are supported to make drinks and prepare their own meals or snacks whenever possible or they wish to. There is a large communal lounge with a dining area for people to use if they wish although most people choose to stay in their own rooms where they engage in pursuits and meet with visitors and family members. Laundry areas are accessible and well ventilated and people are encouraged to carry out their own laundry tasks where possible.

Care and support is provided within an environment, which promotes people's sense of belonging and their well-being. The building and facilities are as described within the statement of purpose. The home is clean and uncluttered and people are welcome to access all communal areas at will. There are also smaller seating areas available for people to spend time alone or in company. People's own rooms are appropriately furnished and personalised and contain any equipment they might need to promote their wellbeing and independence. Outside space is accessible and there is seating available on the patio. Maintenance of the premises is to a high standard. Health and safety risks are identified and appropriately managed. There are arrangements in place for the safe storage and preparation of food. Services such as electricity and gas are routinely inspected. Arrangements are in place to promote good hygiene and infection control within the premises. There are established cleaning schedules and all areas were seen to be clean and hygienic throughout.

Leadership and Management

Staff are recruited safely and suitable checks are completed before new staff are employed to work at the service. Care staff are very happy working at Martello House and feel well supported in their roles. One staff member told us *'I absolutely love coming into work, it's the best place I've ever worked in'* and another said that they enjoy *"spending time talking to people and helping them to become more independent prior to returning home or moving on to an alternative placement"*. The manager is readily available to provide care staff with guidance and to oversee the care and support provided on a daily basis. The manager spends time working alongside care staff which ensures they know the people living in the home well and to provides guidance and support to staff where needed. There are sufficient numbers of care staff available to provide the required levels of care. This ensures people receive the care and support they need at the right time.

Care staff told us they work well as a team and can depend on their colleagues to help one another with completing their tasks. They consistently told us that morale within the staff team is high. Staff meetings occur frequently and staff receive regular supervision sessions with their manager and with senior staff. The manager also receives supervision and support from the responsible individual and accesses all training opportunities available.

Arrangements are in place to underpin the smooth running of the home and to provide oversight of the quality of the service provided. The responsible individual oversees the running of the service, visits regularly and consults with care staff and people using the service. Records are available to evidence the monitoring arrangements in place by the manager and the responsible individual. Quality assurance processes are in place to review the standards of service provided, which include obtaining people's views about the care and support they receive. People are very regularly consulted about their care choices and views on the running of the home. A quality of care review is undertaken every six months and reports are available to reflect the information gathered.

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. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement		
Regulation	Summary	Status

N/A	No non-compliance of this type was identified at this inspection	N/A
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