



Inspection Report on

The Elms

**The Elms
Heol Y Capel
Llanelli
SA14 7EW**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

09/11/2023

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About The Elms

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	M&D Care Operations Ltd
Registered places	9
Language of the service	Both
Previous Care Inspectorate Wales inspection	28 November 2022
Does this service promote Welsh language and culture?	The 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 are happy at The Elms. Each person is invited to be involved in discussions about their support and encouraged to do things that are important to them. A relaxed atmosphere throughout the home helps people and visitors feel at ease. All employees demonstrate a good knowledge of the people they support. The home is working towards providing an 'Active Offer' of the Welsh language, demonstrating a significant effort to promoting the use of the Welsh language and culture.

The staff team want to make a positive difference to people's lives. Care workers feel well supported by their manager and receive training relevant to their roles. A professional management team strives to develop each person's specific support, to enable people to be as independent as possible. Good communication channels are evident within the organisation and among other professionals. There is robust monitoring of the home by the Responsible Individual (RI).

Well-being

People at The Elms have as much control over their day-to-day lives as they wish. They know what opportunities are available to them. People have access to information about advocacy services if they need independent advice in issues that affect them. Care workers invite people to become involved in decisions around their support: keyworkers meet with people monthly to discuss any alterations to their care records and general support arrangements where necessary. Care records contain information such as individual preferences, what is important to the person, together with their background.

People are relaxed, comfortable and know what opportunities are available to them. People personalise their surroundings in line with their interests and hobbies. Each person is as active as they wish to be. Care workers have good relationships with people and interact in positive ways. We saw several examples of the positive, good-natured relationships that have developed in the home over time. One person told us, *"It's always nice here. The staff are nice and kind."* Another person smiled and said, *"I'm off out this afternoon, haven't decided where yet, but I'll know when I get there."*

As far as possible, people are safe and protected from abuse. People say they feel safe, and senior staff protect their privacy and personal information. All employees receive support, guidance, and training and may access policies and procedures to understand their responsibility to protect vulnerable people. Care workers have been through the provider's rigorous recruitment process. Senior staff monitor all care workers to ensure they are meeting people's needs.

Care records describe how the staff team support people to live their lives as they wish. Senior staff carry out initial assessments before people move into the home: they consider a range of information to ensure they can meet people's needs, taking relevant information from previous placements and relatives. This is an ongoing process, as people are encouraged to become more independent. People are encouraged to manage their own medication where possible. Care workers regularly give people the time they need to talk about any anxieties. Keyworkers and senior staff review care records every month, or more frequently if support needs change.

People do things that matter to them and make them happy. Care workers encourage people to make choices and decisions about how they spend their time: they regularly meet with their keyworker to make plans. There is an emphasis on helping people to move on where they wish: one person is moving on in the near future. To this end, the staff team support people to become more independent by managing their money, food, shopping and menus, and personal care, as well as support for any anxieties around potential moves. Over the past year, people have enjoyed horse racing events, visited the local Wetlands to see wildlife, gone on holidays, joined a library, gone to the cinema and church, frequented local pubs and cafes and made music in a local recording studio. In order to support peoples' ambitions, care workers are motivated and focused on what is important to each person.

The 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. There is some bilingual signage discretely placed in certain areas but does not affect the overall homely ambience. While some people in the home and some members of the staff team occasionally converse in Welsh, there is no demand currently for exclusively Welsh speaking support. However, the manager agrees with the necessity of providing an Active Offer in the event that the home supports anyone who does prefer to communicate in Welsh and is considering having the home's statement of purpose and service user guide available bilingually so people will not have to ask for them.

Environment

People receive support in a suitable environment. The home is safe, warm and clean. People say they feel comfortable and happy. The building is easy to navigate, and people can choose different areas to socialise in. There is a large kitchen and two lounges. Most people tend to congregate in the lounge near the kitchen, but there is another lounge where people socialise and gather to play pool and watch football on TV. Bedrooms are spacious and personalised to reflect the occupant's taste and interests, with items such as soft furnishings, certificates of attainment, photos and items of furniture. Externally, there are lawns to the rear of the property, with a polytunnel for growing vegetables. There are signs of wear in some areas, but we can see there are plans to renovate the area for people to socialise and spend time relaxing. In addition, new flooring is being laid throughout the kitchen and dining areas in the near future.

People are safe from unauthorised visitors entering the building. There is a secure gate to the premises and all visitors must record their visits in the visitor's book when entering and leaving. Peoples' personal care records are stored electronically and are password-protected, so are only available to employees who are authorised to view them. Other personal and confidential information not available electronically is stored securely in the manager's office. The manager completes regular audits of the environment and there are clear instructions displayed in the home on what to do in the event of a fire and fire exits are free of obstructions.

Leadership and Management

Overall, the provider has a clear vision of the support it provides, and a positive regard to each person in the home. Weekly meetings within the organisation monitor all aspects of

people's support, the environment and staffing development. Any issues are promptly resolved. The RI and other senior managers are in regular contact with the home and provide good support to the manager. People know how to make a complaint if they need to and are confident the manager would listen to them if they did. One person laughed and said, *"I'd talk to any of 'em,"*

The provider takes all appropriate steps to safeguard people from neglect and abuse. Care records state any risks to people's well-being and detailed risk management plans help to keep people healthy, safe and as independent as possible. Care workers are aware of the whistleblowing procedure and are confident to use it if the need arises. They would approach the manager or RI but would also contact external agencies such as the local safeguarding office.

The provider ensures there are enough skilled care workers to provide the right support for people. Pre-employment checks take place before new employees start work: these include reference checks and Disclosure and Barring Service (DBS) checks. The staff induction programme links to the 'All Wales Induction Framework for Health and Social Care.' All employees are up to date with their essential training and there is a wide range of supplementary training courses, designed to match peoples' support needs. There is a solid core of employees in the staff team: this means they are familiar to people in the home. Staff meetings are held approximately every two months and keep all care workers up to date. People, their relatives and the staff team regularly complete surveys to comment on the quality of support they receive. Care workers may discuss any issues they wish to raise in regular supervision meetings.

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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