



Inspection Report on

Cenarth

Pembroke Dock

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Description of the service

Cenarth is a small care home which provides personal care for up to four people aged 65 years and over. The home is situated on the outskirts of the town of Pembroke Dock with views over the sea. A safe outside area is accessible to people using the service. Cenarth is within easy access of all amenities within the town. Parking is available outside the home.

There is a registered provider for the home and the registered manager, who has responsibility for the day to day running of the home, is Maria Edwards.

Summary of our findings

1. Overall assessment

People enjoy living in Cenarth and receive a good service. They are supported by experienced and highly committed staff who are committed to making a positive difference to their lives. We found that people are seen as individuals, whose choices are considered at all times. Risks are identified and appropriately managed. Improvements are required in relation to quality assurance processes. This will include formulating a quality assurance report and providing written evidence of ongoing quality monitoring visits.

2. Improvements

No areas of non compliance were noted at the previous inspection.

3. Requirements and recommendations

Section five of this report sets out our recommendations to improve the service and any areas where the home is not meeting legal requirements. This relates to the following:

- Quality assurance: To formulate consultation/feedback and qualitative information into an annual report.

1. Well-being

Summary

People are encouraged to do things that matter to them and to exercise choice. People live in a homely environment where they are happy and content.

Our findings

People do things that matter to them. We saw that people living in the home were encouraged to engage in activities of their choice. On arriving at the home we saw people had daily routines which they enjoyed. This included the time at which they chose to wake and get up, what they wanted to eat and where to eat it and activities in which they participated throughout the day. People talked to us about the television programmes which they enjoyed watching and that they chose to do this within their own bedrooms. Discussion with people and with the manager and responsible individual evidenced that people were routinely consulted as to activities in which they might want to participate and that any specific requests were facilitated whenever possible.

People benefit from a healthy diet. Meals are primarily home made and the food is of a very good quality. All menus are prepared around the individual likes and preferences of people living in the home. The registered provider and manager construct the menus along with people living at the home and purchase supplies. They demonstrated through discussion that they are very knowledgeable about the likes of each person. People said that they were consulted about menus and that alternatives to the main meal were always available. They said that they very much enjoy the meals offered to them and that they are plentiful and appetising. Snacks and hot and cold drinks are available to people at all times. Our findings confirm that people's nutritional needs are being met.

People are supported to retain friendships and relationships which they had established prior to moving into the home. The manager described instances where she had facilitated this contact and encouraged meetings within the home in accordance with the specific wishes of people living there.

We felt a real sense of community and belonging throughout the inspection. We saw that people living in the home appeared to feel very comfortable with staff. Staff demonstrated through discussion that they were fully aware of maintaining professional boundaries. We conclude therefore that people are happy, comfortable and enjoy living in Cenarth.

2. Care and Support

Summary

People are supported by staff who know them well. Staff are committed to ensuring that people have choice and control over their lives whilst managing any risks appropriately.

Our findings

We saw kind, sensitive and meaningful interactions between staff and people living in the home. There was a small staff team working within the home and those staff had worked within it for many years and know people extremely well. This was evidenced in discussion with staff who were able to provide a detailed pen picture of people, their histories, their likes and preferences and how any identified risks were managed. The manager provided a large amount of operational support within the home and was assisted in this by the responsible individual. The manager was able to provide good examples of how they used their skills and knowledge to de-escalate situations and to lift mood states. We also observed staff providing encouragement to people when required. People are therefore supported by staff who are alert to their changing needs, who are able to respond quickly to people's changing needs and who have the skills and confidence to respond positively.

People can be assured that they will receive the right care and support, at the right time and in the way they want it. Individualised care and support was seen to be provided at Cenarth, thereby maximising people's independence and individuality. We saw care and support plans were clear and reflected the current support being provided. These were individualised and had been reviewed appropriately in order to reflect any change in people's needs. Any changes to the care provided were discussed with people in order to ensure that they were fully informed and to seek their views and agreement.

The registered manager confirmed that there was an active offer of independent advocacy in the home when people needed support to make significant decisions which might affect their lives. People had accessed this service in the past but there was currently no one in need of it. People told us that they always felt that they were very well supported and listened to by the staff at Cenarth. One person said: *"If I need anything at all I just ask. They (the registered provider and manager) are always helpful"*. People can be assured, therefore, that they are encouraged to speak up and to make their own decisions.

3. Environment

Summary

We found that Cenarth provides a homely and uplifting environment that is very well maintained. People can be confident that the home meets their individual needs and ensures independence is promoted with any risks managed safely.

Our findings

People are supported in safe, secure, warm and well maintained surroundings. There was clear evidence on on-going maintenance and refurbishment and the home was maintained to a very high standard throughout. One person described how they had moved from one bedroom to another and that they had been able to personalise the room and make it feel homely. People were encouraged to furnish their bedrooms with their own belongings such as ornaments, photographs and small items of furniture.

People live in a homely environment in which they feel that they belong. We saw people were very comfortable within the home and that staff supported their independence. The manager who lived within the home and the responsible individual who lived within the grounds had provided support to the people living there for over ten years said that they *“are like part of the family”*.

People live in a home which is safe and as free as possible from avoidable hazards. Discussion with the manager evidenced that she is vigilant with regard to maintaining a safe living environment for people. Individual risk assessments had been carried out in order to identify specific risk and the means of reducing them whenever possible. The home has been inspected by the Fire and Rescue Service. People were safe from strangers entering the premises as all visitors had to ring the door bell and be invited into the home before entering. All records were safely stored. We conclude, therefore, that people benefit from care within safe and secure surroundings.

4. Leadership and Management

Summary

Staff have the appropriate skills, training and qualifications to make a positive difference to the lives of people living in the home.

The manager is committed to delivering a quality service, through gathering feedback and maintaining regular checks. However, these need to be evidenced and recorded.

Our findings

There is a positive ethos and culture within the home whereby people feel valued. We found a relaxed and positive atmosphere at the home. People told us that they were “*very pleased with everything*”. We saw the manager on a number of occasions during the inspection providing support and verbal reassurance to people living in the home.

We saw good channels of communication both on an internal and external basis. Health and social care professionals, for example, GPs, community nurses, dentists and social services had been consulted appropriately.

People receive continuity of care at Cenarth. Care is provided by a very small and consistent staff team. They demonstrated by discussion and that they had a very good knowledge of the people they cared for and were aware of their individual needs, wishes and preferences. We observed knowledgeable and informed interactions with people throughout the inspection. People commented that they felt very comfortable with staff at the home and knew how, and would be confident to, raise a concern if they needed to. We believe, therefore, that people are cared for by knowledgeable and experienced staff who place emphasis on meeting the individual needs of people using the service.

We saw evidence that the registered person consults with people, with family members and with visiting professionals on a regular basis. The manager lives within the care home and is therefore at the home on a very regular and frequent basis to observe and monitor the quality of the care provided. However, although they were able to provide us with a detailed description of the quality assurance checks they carried out, these were not formally recorded. This was discussed with the manager, who assured us that this would be addressed.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Areas of non compliance identified at this inspection

We have advised the registered persons that improvements are needed in relation to following area in order to fully meet the legal requirements.

- To formulate consultation/feedback and qualitative information into an annual report (Regulation 25).

A notice has not been issued on this occasion as there was no immediate or significant impact for people using the service. We expect the registered persons to take action to rectify this and these areas will be followed up at the next inspection.

5.3 Recommendations for improvement

None

6. How we undertook this inspection

This was a full inspection undertaken as part of our inspection programme. We made one unannounced visit to the home on 13 September 2018 between 10.00 am and 1.00 pm.

The following methodology was used:

- We spoke with people living in the home;
- We spoke with the manager and with the responsible individual;
- We viewed care records.
- We viewed staff records.
- We viewed the Statement of Purpose
- We viewed the home's indoor and outdoor areas.

Further information about what we do can be found on our website:

www.careinspectorate.wales

About the service

Type of care provided	Adult Care Home - Older
Registered Person(s)	Ann Smith
Registered Manager(s)	Maria Edwards
Registered maximum number of places	4
Date of previous Care Inspectorate Wales inspection	13 April 2017
Dates of this Inspection visit(s)	13/09/2018
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people who use, or intend to use their service. This is because the service is situated in a primarily English speaking areas and the provider does not currently intend to offer or promote a Welsh language service.
Additional Information:	