



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru
Care and Social Services Inspectorate Wales

Inspection Report on

Vale View

**55 Vale Street
Denbigh
LL16 3AP**

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Description of the service

Vale View care home provides personal care for up to 10 older adults.

Lyndhurst Limited is the registered provider. The company has nominated an individual to oversee the service and we, Care and Social Services Inspectorate Wales (CSSIW), recognise this person as the Responsible Individual (RI).

Mr Swaraj Mahadeo is the registered manager.

Summary of our findings

1. Overall assessment

Vale View provides person centred care and people are treated with warmth and affection. There are regular opportunities for people to express their views and opinions. People's needs and preferences are understood and people are involved in reviewing their care needs. Care workers are well supported and are provided with training and supervision to carry out their roles. The service would benefit from improved monitoring of quality of care and improved bathing facilities.

2. Improvements

The following improvements have been made since the last inspection:-

- The fire risk assessment has been reviewed.
- Some areas of the home have been redecorated.
- A bathroom has been renovated.

3. Requirements and recommendations

Section five of this report sets out our recommendations to improve the service. These include improvements to the environment, demonstrating quality of care is audited and reviewed and ensuring the recording of supervision is more meaningful.

1. Well-being

Summary

People who live in Vale View are happy and are able to express their views and opinions. They are supported to enjoy activities of their choice.

Our findings

People are settled and comfortable with staff who know them well and give them consistent and continuous care which fosters positive self esteem. We saw there was a small, stable staff team that supported the people who live in the home. In questionnaires we received relatives were very positive about the welcome people had at the home and how well people had settled in. For example, *'care manager and staff went out of their way to make sure she settled well'*. We spoke with all five people who live in the home and they told us they were happy living in the home and they were well looked after. One person living in the home told us that all the staff were good. The interactions we observed were warm and respectful and the atmosphere was cheerful and calm. People are content and happy.

People are supported to enjoy activities. There were a range of activities that people could join in with. For example in December people had been supported to make Christmas cards/crafts, join in quizzes and board games and watch Christmas films. One person we spoke with said the level of activities was just right, and there were things they could join in. Another person told us they were aware there were activities and they chose not to join in, preferring to spend time in their room, but staff had supported them to visit their own home to sort out their belongings. People are supported to do things that matter to them.

People are encouraged and supported to make choices and decisions. We saw minutes of a recent residents meeting which showed there were discussions with people living in the home regarding how they wanted their Christmas to be, including activities, food and decorations. We saw that the general menu was discussed and people were asked if they had any suggestions for alternative meals. People told us they chose when to get up and go to bed, and how they were supported with personal care. People can express their views and opinions and be listened to.

The service does not offer a service through the medium of Welsh. There were no Welsh speaking staff employed by the home. We spoke with one person who was bilingual, and they said they did not mind, and preferred to speak in English, but can watch television in Welsh if they chose. The service does not provide the offer of Welsh being spoken with them.

2. Care and Support

Summary

People receive timely, person centred care from friendly and caring staff who understand their needs.

Our findings

People receive timely, appropriate person centred care to help them remain as healthy as possible. We saw that care staff knew peoples routines well and provided support at the time people wanted. When we arrived at the home we saw people were being assisted to prepare for the day at their own pace and time. We observed staff approach people in a relaxed manner and noted they did not rush people when assisting them. When people requested help verbally, or through using the call bell, responses were swift. Relatives who responded to our questionnaires noted staff were always quick to respond to requests. One person told us that care staff knew how they wanted to be supported with personal care and their choices were respected. Records showed people were supported to see relevant health care professionals when required. We saw that people saw their own GP, when needed, and also had regular dental and optician checks. People receive the right care at the right time in the way they want.

People are involved in making decisions about their care. We saw that people have individualised care plans that explained what their routine was and how they liked to be supported. We saw that reviews were held monthly with the person to check if they were happy with the care and support they received and to record any changes in their needs. People had signed the review documents, however we noted that care plans weren't signed by the individual, we recommend this be addressed. People's individual needs and preferences are understood.

People have good relationships with staff. A relative said staff are '*very good, extremely caring, very well mannered all times. The staff make them all one family. FIRST CLASS*'. Another relative said the staff '*are so friendly and involve the residents. They also listen to residents which I think is very important*'. We observed staff and people converse in a natural manner and they appeared to enjoy each others company. The people who live in the home and completed the questionnaires told us that staff were caring, courteous and treated them with respect. People belong and have safe positive relationships.

3. Environment

Summary

People are supported in an environment that is described by visitors as '*safe and friendly environment*' and '*homely and warm*'. However, some improvements are required to make it safe for all.

Our findings

People live in safe, clean and comfortable accommodation. Everywhere was warm, clean, tidy, and comfortably furnished. A relative told us it had '*a very personal "home from home" atmosphere*'. People who live in the home indicated in questionnaires they thought the cleanliness and decoration were good or excellent. People had a choice of two lounges to use, which encourages people to meet communally or privately. We saw people's rooms were highly personalised, and people were able to bring in items that are important to them including furniture. One person told us the care staff had been helping them sort out belongings in their own home and they hoped to bring more things from home to furnish their room.

We saw improvements were required. We saw that there were two bathrooms for people to use. The second floor bathroom had recently been refurbished, however the first floor bathroom needed improving as the grouting was grey and cracked around the sink and bath. People had no choice to have a shower as this facility was not provided. We saw that free standing wardrobes were not attached to the walls as recommend by the Health and Safety Executive which means they could be pulled over by people. We pointed these areas out to the manager and he said he would rectify them.

Servicing of appliances and equipment was up to date. We found evidence of this in the sample of records we looked at. This included maintenance of the fire safety equipment, manual handling equipment, gas appliances and electrical installations. The home had been awarded a food hygiene rating of five indicating very good standards were being maintained.

The above evidence demonstrates that people live in accommodation which meets their needs.

4. Leadership and Management

Summary

People are cared for by staff that are well supported by the management team and have been suitably trained. However the registered provider should ensure they maintain oversight of the service and be proactive at improving the service.

Our findings

People feel they receive a good standard of care but how this is monitored could be improved. We received only positive feedback regarding the quality of care provided in questionnaire responses and during our conversations with people living in the home and relatives. A relative said the home *'is run exceptionally well'*. No one had felt the need to make a complaint. A combined statement of purpose and service user guide was available setting out the aims of the service and what people could expect. This should be reviewed to include the position regarding the services 'active offer' in relation to the Welsh language. A quality of care review had not been carried out as required. The manager told us this will be started in December, and they will send a copy to us when it has been completed. The registered provider has not carried out monitoring visits or completed reports in order to provide evidence that they have oversight of the conduct of the home. We discussed this with them and they told us they would start to do these. We advised that this is a regulatory requirement, as it would provide evidence of the registered provider's oversight of the home and ensure the provider identifies improvements required. We have not issued a non compliance notice as we did not see it had an impact on the care people received; we will monitor this at the next inspection. People have sufficient information to be clear about what the service provides but should be included in the quality monitoring processes or any planned improvements.

Staff have the understanding and skills required to support people using the service. Staff records showed that care staff have regular training in core topics, for example safeguarding, first aid, manual handling and medication administration. One carer told us she was in the process of completing a nationally recognised qualification. Records showed care workers were having one to one supervision meetings with the management team at recommended intervals and reminded of key policies and practices. We did not see that personal development discussions were recorded, however we were advised by the deputy manager and care staff that this was discussed, so we recommended that the recording of supervisions be more comprehensive. Staff told us they enjoyed their work, felt well supported and valued and that the whole team worked well together. Records showed necessary checks had been carried out when recruiting. People are cared for by familiar staff who are recruited appropriately, trained, supervised and supported.

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5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.1 Areas of non compliance identified at this inspection

None

5.2 Recommendations for improvement

- Renovate the first floor bathroom.
- Ensure free standing wardrobes are fixed to the wall.
- Improve the quality of supervision records
- Carry out a quality of care review as required by Care Homes (Wales) Regulations 2002, regulation 25.
- Carry out provider visits every three months and prepare a written report on the conduct of the home, including an inspection of the premises.

6. How we undertook this inspection

This was a full inspection undertaken as part of our inspection programme. We made an unannounced visit to the home on 12 December 2017 between 9:50 am and 4:00pm.

The following methods were used:

- We spoke with all five people using the service, the registered provider and staff on duty.
- We provided questionnaires so that people using the service, relatives, staff and professionals involved with the care home could share their experience of the service with us. At the time of issue of this report four people using the service, four relatives, two care staff and two professionals had completed questionnaires and returned them.
- We looked at a range of records and documents. We focused on two people's care records, training and staff records, the home's statement of purpose and maintenance records.
- We looked at the communal areas, kitchen and a sample of bedrooms.

Further information about what we do can be found on our website www.cssiw.org.uk

7. About the service

Type of care provided	Adult Care Home - Older
Registered Person	Lyndhurst Ltd
Registered Manager(s)	Swaraj Mahadeo
Registered maximum number of places	10
Date of previous CSSIW inspection	2 March 2017
Dates of this Inspection visit(s)	12 December 2017
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	No, currently people living in the home are happy with the level of Welsh spoken.
Additional Information:	

