



# Inspection Report on

**Bodawen Nursing Home**

## **Date Inspection Completed**

20/09/2019

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## **Description of the service**

Bodawen is a Care Home Service located on the outskirts of Porthmadog. Cariad Care Homes Ltd. owns the service and the responsible individual (RI) is Ceri Roberts. Cariad Care Homes provides a service for up to 40 adults who require nursing and/or personal care.

## **Summary of our findings**

### **1. Overall assessment**

Bodawen Care Home provides people with a friendly, homely environment. People and relatives were very happy with the care received in the home. Staff felt supported in their daily roles and felt enabled to give good care. The environment has been maintained to a good standard with further plans for improvements and maintenance to the outside of the building in progress.

### **2. Improvements**

This was the first post registration inspection under the Regulation and Inspection of Social Care Act (Wales) 2016 (RISCA).

### **3. Requirements and recommendations**

Section five of this report sets out our recommendations to improve the service. These include the following:

- Health and Safety regarding windows to the first floor and above.
- Manager requires updated supervision and appraisal.
- Remove personal/clinical information from bathroom doors.
- The home has four shared bedrooms which exceeds the RISCA allowance.

## 1. Well-being

People can influence their day-to-day care. We saw people's personal plans were somewhat person centred and detailed people's likes and dislikes. We recommended that more detail be added to people's plans to reflect people's preferred routines and further instruction for staff regarding people's methods of care. However, we observed in practice staff knew people well and were able to reassure people with familiar routines. We observed people being treated in a warm, respectful manner and families told us staff were kind. The Statement of Purpose (SOP) was available for families to read and explained the services offered to people in the home, it explained the managerial and staff structure and who to contact should they need to discuss care needs or have any worries. A quality review audit was conducted by the RI which considered resident, family, and staff views. These were then used to inform future plans for the service. People's health needs were monitored to ensure their well-being and staff accessed professional reviews and advice as needed, in a timely way. Families were free to visit relatives and there were quiet areas in the home for people to spend time with visitors. People could personalise their bedrooms with objects of importance to them. People were offered an active offer of the Welsh language. People's individual circumstances are considered.

People's emotional well-being is considered. People are encouraged to be as active as they are able to be. The service had a dedicated activity person who provided a weekly calendar of events for people and people cared for in their rooms could also access activities and interests. People were included in maintenance and gardening tasks in the home if they wished to be. The service had a mini-bus which could be used for days out for residents. People are enabled to be active and stimulated.

People feel safe and are protected from abuse and neglect. People who lacked capacity to make day-to-day decisions were subject to Deprivation of Liberty safeguards (DoLS). Incidents with potential to compromise people's rights and well-being were reported to appropriate authorities in a timely way. The service had a whistle-blowing policy for staff to report any incidents which affected people's safe and appropriate care. All residents stated they felt safe and protected from harm in the RI quality review survey. Staff told us they felt comfortable in approaching managers with any concerns. The service is mindful of people's rights and safety.

## 2. Care and Support

People have the right care in the way they want it. Care plans were somewhat person centred but could be more detailed regarding people's histories, likes and dislikes. However, we observed staff were able to support people in a friendly, sensitive manner and knew their needs well. A warm, family atmosphere was noted in Bodawen. A resident told us, *"Its fine here, I've settled in well, the food is good."* Another resident said, *"They are brilliant, very good and kind."* We saw risk assessments were up to date in people's personal care records. Health monitoring was good and appropriate referrals were made to health care professionals such as the GP and dietician in a timely way. A person's family member told us communication from the home regarding their relative's care was good. They also told us, *"They are very good, kind, excellent care here, nothing to complain about."* We saw several thank-you cards thanking the staff and manager for their kind care and making residents and families feel welcome, an example being, *"I can only compliment the manager and staff on their care, a real sense of caring for a person as a friend rather than a patient."* We heard staff and residents conversing with each other in Welsh, people's preferred language choices were also recorded in people's personal plans. People have a sense of belonging and warmth in the home.

People are as active as they are able to be. There is a dedicated activities person employed in the home. They are able to identify people's interests and provide appropriate activities. People cared for in their rooms are also visited and offered activities such as painting, crafts, reading and watching films. Activities include playing boccia, bingo, cooking, gardening and some people like to assist the maintenance man with simple tasks. We saw an advertisement poster for visits from singers and school choirs. A mini-bus is available to take residents on days out. We saw people enjoying watching rugby in the lounge. People benefit from a broad range of activities to aid socialisation and mental stimulation.

People are safe and are protected from abuse and neglect. We saw people's rights were protected with referrals to the vulnerable adults safeguarding team as appropriate. People who were unable to speak for themselves or lacked capacity to make decisions regarding their care could access an independent advocate via social services. People unable to leave the home independently were subject to Deprivation of Liberty Safeguards (DoLS), these were completed and updated in a timely way. The RI monitored quality of care markers such as falls rates and bed sores to ensure people had satisfactory care. Spot checks were performed by managers to ensure people had consistency of care standards during the day and night time. The home had a whistle-blowing policy to enable staff to report poor practice. People's rights are protected in the home.

### **3. Environment**

People benefit from living in a home which supports their personal outcomes. The building had been upgraded and maintained to a high standard. Further plans had been made to paint, clad and maintain the outside of the building. Work had been completed to the ground floor toilet with new flooring and cladding, the first floor shower room has been renovated, and there is a new conservatory and flooring to the rear of the home. A new gas boiler had been purchased which could also provide heating and hot water back-up. New ceiling hoists and carpets had been purchased for some rooms. We saw people were able to personalise their rooms with items of importance to them. People had a choice of lounges to relax in, some smaller and quieter if people preferred privacy or time with their visitors. A terraced area was available outside for people to enjoy good weather and gardening. The home was clean and tidy, the kitchen had an environmental health rating of 5 which is the highest available. The home had four shared bedrooms which exceeds the RISCA registration allowance. The RI told us these rooms were currently occupied, but as soon as the rooms were vacated, there would be some changes to ensure compliance to RISCA registration. People live in an environment which suits their needs.

People live in an environment which protects their safety and security as far as is possible. Health and safety and fire checks were up to date and compliant to legislation. The fire officer's report was good with a recommendation for a new door by the lift on the first floor, this had been addressed by the RI. The home was mindful of security issues, the door was locked and people were asked to sign in and out of the building. People's rooms were kept tidy and free of trip hazards. Medicines were stored in a safe way and regular stock checks were performed. People's personal information was kept safely in lockable offices as were staff records and other sensitive information. We saw posters on the back of en-suite bathroom doors with information regarding creams and continence products for people, we recommended these be kept in a more confidential manner to respect people's dignity and comply with Data Protection legislation. We did not see external restrictors for first floor windows. The RI informed us the windows had internal restrictors, windows had been tested and risk assessed and were difficult to open. We advised they read Health and Safety Executive (HSE), advice to ensure compliance. The service provider identifies, and as far as possible, mitigates risks to health and safety.

## 4. Leadership and Management

People are cared for by staff who are supported in their roles. Staff training and supervision records demonstrated staff received sufficient training and supervision as specified in legislation. Staff were given training in mandatory subjects and additional subjects of interest to help them in their daily roles. For example, staff were booked on to dementia care training dealing with the sensory effects of dementia. The manager's supervision and appraisal was a little out of date and we recommended this be prioritised, the RI told us this would be addressed. Staff meeting minutes were seen, staff were given updated information regarding the service and were given opportunity to air their views. A staff member told us, *"best job I've had, very welcoming, good induction and training for the job."* Another staff member told us, *"It's a good place to work, plenty of training and support."* People are supported by staff who have the knowledge and skills required to support individuals to achieve their personal outcomes.

Service providers have overall governance of the service through quality assurance review. RI visits and reports were up to date and compliant to legislation. Resident and staff views were considered and used to inform future planning of the service. We saw that key aspects of the service were audited, for example, a medications audit had been conducted. The overall results were good, and some comments made regarding practices and these had been immediately addressed with staff members. People benefit from a service which is continually improving.

Employment practices are satisfactory. We reviewed a selection of staff files and saw they were compliant to legislation. Satisfactory checks had been made to ensure staff were appropriate to work with vulnerable adults. An in-house induction was given to new staff to familiarise them with the building and the requirements of the role. The induction followed the Social Care Wales framework for induction which is considered good practice. The service had a high proportion of Welsh speaking staff and actively recruited for Welsh speakers. New staff were given a probationary period to ensure their suitability for the post. People are cared for by staff who have undergone satisfactory employment checks.

## **5. Improvements required and recommended following this inspection**

### **5.1 Areas of non-compliance from previous inspections**

This was the first post RISCA registration inspection.

### **5.2 Recommendations for improvement**

We recommend the following to encourage good outcomes for people:

- We advise the provider to ensure that window restrictors to windows on the first floor and above comply with health and safety legislation to ensure people's safety.
- The manager requires an updated supervision and appraisal in line with the nursing governing body requirements.
- Personal /clinical signs are to be removed from bathroom doors to comply with data protection legislation and maintain confidentiality.
- The service currently exceeds RISCA allowances for shared rooms.

## 6. How we undertook this inspection

This was an unannounced inspection conducted as part of the Care Inspectorate Wales (CIW), inspection programme. The service was inspected under The Regulated Services (Service Providers and Responsible Individuals), (Wales) Regulations 2017. We visited the service on 20 September 2019, between the hours of 12:30 and 5:30pm.

The following methods were used:

- We spoke with the RI, manager, three members of staff, a relative, two people living in the home.
- We used The Short Observational Framework for Inspection (SOFI version 2). The SOFI tool enables inspectors to observe and record care to help us understand the experience of people who cannot communicate with us.
- We toured the building and facilities including a selection of people's rooms.
- We looked at a broad selection of records as kept by the registered service, and concentrated upon: Statement of Purpose, RI visits and reports, three staff files, four people's personal plans and associated documents, maintenance and fire reports, pharmacy audit, staff meetings minutes, staff training and supervision records.

CIW is committed to promoting and upholding the rights of people who use care and support services. In undertaking this inspection, we actively sought to uphold people's legal human rights. <https://careinspectorate.wales/sites/default/files/2018-04/180409humanrightsen.pdf>.

Further information about what we do can be found on our website: [www.careinspectorate.wales](http://www.careinspectorate.wales)

## About the service

<b>Type of care provided</b>	<b>Care Home Service</b>
<b>Service Provider</b>	<b>Cariad Care Homes Ltd</b>
<b>Responsible Individual</b>	<b>Ceri Roberts</b>
<b>Registered maximum number of places</b>	<b>40</b>
<b>Date of previous Care Inspectorate Wales inspection</b>	<b>9 November 2018.</b>
<b>Dates of this Inspection visit(s)</b>	<b>20 September 2019.</b>
<b>Operating Language of the service</b>	<b>Both</b>
<b>Does this service provide the Welsh Language active offer?</b>	<b>This is a service that provides an “active offer” of the Welsh language. It provides a service that anticipates, identifies, and meets the Welsh language and cultural needs of people who use, or may use, the service.</b>
<b>Additional Information:</b>	

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