



Inspection Report on

Balmoral House - Skyline Care Ltd

**22-24
Queens Walk
Rhyl
LL18 3NG**

Date Inspection Completed

11 November 2020

Welsh Government © Crown copyright 2020.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.

About Balmoral House - Skyline Care Ltd

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Skyline Care Ltd
Registered places	18
Language of the service	English
Previous Care Inspectorate Wales inspection	27 January 2020
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. We recommend that the service provider considers Welsh Government's 'More Than Just Words' follow on strategic guidance for Welsh language in social care.

Summary

People receive care to meet their individual need at Balmoral House. Care plans reflect how the person wants to be supported, although risk assessments should be more comprehensive. People told us they receive support when they want and do not feel rushed. Care staff feel they have time to carry out their roles.

People receive support from a well-managed service. Care staff are recruited safely and receive the necessary training to be skilled in their roles. Care staff enjoy working at Balmoral House and feel they receive good support from the management team. The Responsible Individual has good oversight of the service, although their quality of care reports could be improved to reflect this.

Well-being

People have a good understanding of the service and how they can be supported. There is a range of documents to help people know how the service can support them. They are involved in planning their care, so they can have support as they want, when they want.

People told us they are happy with the support they receive. They told us they are treated with respect and dignity, and we saw this is the case. People told us they feel safe in Balmoral House, and we saw care staff are following the guidance to reduce the risk of infection of coronavirus.

People get the right care and support, as early as possible. People we spoke with told us they get support to access healthcare professionals when needed. We spoke with a healthcare professional who advised they have weekly contact with the service and they ask for early support with any health concerns.

Care and Support

People are provided with good quality of care and the support they need. Their personal wishes are known to the care staff who support them. Personal care plans contain comprehensive details about the individual needs of people and are reviewed monthly. Care plans are supported by risk assessments, and we advised in some cases additional risk assessments are needed to address all risks. It is clear that people have been consulted and their individual needs are met at the times of their choosing. People we spoke with are very happy with their care and the care staff at the home. People told us they are treated with dignity and respect, but can also have a laugh with care staff.

People are supported to access healthcare as required. People we spoke with confirmed they are supported in a timely way to get the support they want. Records also showed that GP surgery and district nurses are contacted when needed.

The service promotes hygienic practices and manages risk of infection well. Since the coronavirus pandemic it has introduced additional policies to advise care staff on extra precautions required. This fits in with the service's infection control policy and procedure on protective clothing. Care workers confirmed they have access to sufficient Personal Protective Equipment (PPE) and have received training in its correct use. People receiving a service said they felt safe with the current practices in place.

Environment

Overall, the service works hard to ensure people are safe. Access to the home is safe and extra locks recently fitted ensure that people are admitted into the home by care staff. Measures to reduce the risk of infection are in place.

The service continues to make improvements to the environment. Work is ongoing as per the maintenance plan. We did advise the Responsible Individual (RI) that Welsh Government guidelines should be followed in relation to allowing access to the building to allow this work to continue. We noted that people who live in the home are consulted about décor.

Leadership and Management

People in the service have a range of informative documents that tell them about the service they can expect. We saw there is a service user guide and resident guide that are easy to understand and a statement of purpose that reflects the service being provided.

Individuals are supported by appropriate numbers of care staff who are suitably fit and have the knowledge, competency, skills and qualifications to enable individuals to achieve their personal outcomes. People told us they receive support when they need it and do not feel rushed. Care staff told us they feel there are enough of them on shift to allow them to do their job safely and well. Training records show that training is up to date in mandatory subjects, including pressure care and manual handling. We noted care staff have not received training about dementia, and we were advised this training will be delivered shortly. Care staff told us they feel well supported by the management team and that the team work well together.

The RI has robust systems in place to oversee the service. The RI reviews the service and prepares a report every three months. The service also carries out quality of care reviews, and seek the views of people who use the service and care staff. We have advised both reports should contain more information to reflect oversight of all elements of service provision. We note that the service are actively developing ways to improve the service.

Areas for improvement and action at the previous inspection

None

Areas where immediate action is required

None

Areas where improvement is required

None

Date Published: 17/12/2020