



## Inspection Report on

**Spring Meadows (Care) Ltd trading as Manorleigh**

**MANORLEIGH SPRING MEADOWS CARE LTD  
66-68  
CECIL STREET  
SWANSEA  
SA5 8QH**

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## **Description of the service**

Manorleigh Spring Meadows Care Home is registered to provide care and accommodation for up to eight people over 50 years of age with learning disabilities

The home has been converted from two smaller terraced houses to create one larger house. It is situated in the residential area of Manselton, Swansea. The home is conveniently located with ease of access to bus routes, local shops, and other main community resources.

The provider is Spring Meadows (Care) Ltd and Responsible Individual is Sandra Merrell.

## **Summary of our findings**

### **1. Overall assessment**

People live in a positive environment where they feel happy. People are encouraged to make choices and decisions whilst protected from harm. People receive a good service and are supported by staff that promote independence and understand their individual needs. and what is important to them.

We saw people are actively encouraged to access the wider community supported where appropriate by staff. Ensuring people maintain a healthy lifestyle form a key value within the home and was demonstrated throughout the inspection.

### **2. Improvements**

Window restrictors have been fitted in all rooms above the ground floor.

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

Section five of this report sets out our recommendations to improve the service.

# 1. Well-being

## Summary

People are happy, respected and contribute to decisions that affect their lives. People can be assured that the care and support provided in the home focusses on supporting them to access and maintain a healthy lifestyle.

## Our findings

People feel they belong, and have safe positive relationships. We found the home to be a welcoming, friendly environment where people clearly felt part of a community. We saw people living at the home sitting together in the lounge area watching television and chatting amongst themselves, or with care workers. People were seen to be at ease with each other, and were heard discussing plans for the day, as well as activities later that week. People were enthusiastic about where they lived and the support provided by staff. One person told us *"I really like living here"*, another said *"staff are wonderful"*. We found people living at the home enjoyed the company of each other. We saw them sitting as a group eating lunch. We heard wide ranging conversations. This included one person telling the others they were looking forward to meeting other friends at a community centre later that evening. We heard people discussing the health needs of another individual living at the home and appeared interested in their wellbeing. People attended regular house meetings facilitated by an experienced member of staff. They were also seen being consulted on a range of issues throughout the inspection. People are encouraged to express themselves, and experience warmth and belonging.

People are as active and healthy as they can be. We saw the home maintained good communication and relationships with external health and social care professionals. Case notes evidenced that people attended regular appointments with professionals such as general practitioners, dentists and podiatrists. We saw people's diet and nutrition were being closely monitored, and people's weight monitored on a regular basis. People had access to a varied healthy diet that alternated with the change in seasons. People told us they were regularly consulted on food choices. This was evidenced during the inspection and within house meeting minutes. On the day of inspection homemade chicken stew was on the lunchtime menu. One person later told us this was one of their favourite meals, and had thoroughly enjoyed their lunch. We saw although people were fairly independent support was required in order for people to manage their personal care and maintain good hygiene. We saw people had good access to the wider community. Some enjoyed going for walks, out for coffee and meals in the local pubs. Others enjoyed staying at home watching television, playing on their keyboard and knitting. One person living at the home was busy colouring, and another enjoying their iPad during the morning of the inspection. Both told us these were activities which they enjoyed. Therefore, people benefit from a healthy lifestyle and diet.

People benefit from staff that understand and work safely with medication. The storage of medication was appropriate with the room temperature recorded on a daily basis. We observed a staff member assisting someone to monitor their blood sugars. This was carried out sensitively and professionally. We were provided with an overview of how medication was managed in the home by both the manager and deputy manager. They were able to

provide detailed information on the medication, frequency of administration and how the individual was supported to take their medication. We observed the management of medication was in line with NICE guidelines "Managing Medicines in Care Homes". We saw all but one staff member had completed medication training, with the remaining staff member, new to the service, due to complete their training as part of their induction. Once completed the manager would carry out observations and only sign off when assessed as competent. The manager told us all medication and training was provided by a local pharmacist. They said that a good relationship continued to be maintained. We looked at the management of medication policy/ procedure. Although adequate, it lacked clear guidance on reporting procedures in an event of a medication error. A recommendation was therefore made, and acknowledged by the manager. Therefore people benefit from suitable arrangements in relation to the safe storage and administration of medication.

## **2. Care and Development**

### **Summary**

People benefit from a service that through consultation with the individual considers their personal wishes, aspirations and specialist needs whilst ensuring risks are minimised.

### **Our findings**

People are treated with warmth and kindness by respectful staff. We found senior staff had detailed knowledge of all the people living at the home. On the morning of the inspection there was a care worker on duty that had recently started work in the service, and was going through the induction process. We saw them engaging well with people living at the home. They told us they were beginning to build up their knowledge, and develop relationships with people. We observed staff discussing a range of topics with people, including plans for what they would like to do that day. We saw staff numbers were appropriate for the people living at the home, and staff appeared flexible to the needs of individuals. One person was keen to go to the local shop as they fancied a specific item to eat. A senior member of the team happily left what they were doing and accompanied the person to the shop. This shows that people are cared for by staff that have the skills and confidence to enhance people's well-being.

People are supported by staff that are committed to enabling and empowering them to have as much choice, autonomy and control over their lives as possible. We saw care plans and risk assessments were detailed and tailored to the needs of the individuals to which they referred. We were told people were regularly consulted about the contents of their care plan, and their wishes and aspirations taken into account. We found care planning documentation was written in a way that was enabling, and the least restrictive measures were in place. This ensured people, where possible, were not prevented from doing things they enjoyed and risks had been considered. All care planning documentation was reviewed at appropriate intervals, or when any changes had been identified. However, at times care plans were unclear on what goals and aspirations people were trying to achieve. In addition goals were not clearly stated in and evidenced within review meetings. This was discussed with both the manager and senior staff, who were keen to develop their approach to person centred thinking. We saw one page profiles had been introduced which provided a useful overview of the person, and their likes and dislikes. In conversation with senior staff we found them to have a wealth of knowledge of the people living at the home. This we saw was being shared with new members of the team throughout the inspection. People therefore receive a service that promotes autonomy and choice, which as far as possible maintains peoples independence.

### 3. Environment

#### Summary

People's wellbeing is enhanced by living in a home that is safe and well maintained and where people are encouraged to meet communally or privately.

#### Our findings

People are able to influence the decoration of the home and are happy living in a well maintained property. Both communal areas and bedrooms were nicely decorated and uplifting. We saw people had choice on bedroom colour schemes, and furnishings. We saw all bedrooms reflected the individual's taste. We saw new carpet had been fitted to a number of bedrooms, and one bedroom was about to be updated. We saw the lounge and dining area were a hub of activity and an area where people liked to meet. However, people could access quiet areas if they so wished. Everyone to whom we spoke told us they enjoyed living at the home. Comments included *"I really enjoy living here"* and *"it's nice"*. The home also had a fully enclosed rear garden, which was used in the warmer months. We saw toilet and bathing facilities were appropriate, sufficient in number and clean. People were supported to use the laundry room, which was appropriate for the number of people living at the home. We saw people could be supported to access the kitchen area, which was well laid out and the relevant safety checks had been carried out. It also maintained a 5 star rating (very good) awarded by the food standards agency. People, therefore live in a comfortable homely environment, which was suitable for their individual needs.

Environmental risks to people have been identified and as far as possible eliminated. Records were in place to evidence testing and servicing of equipment was being carried out. We found detailed health and safety policies and procedures which were reviewed and updated on a regular basis. Testing of services and equipment was kept up to date. Evidence such as up to date portable electrical appliance testing records and a range of maintenance safety certificates supported our findings. We saw safe systems of work in relation to fire safety. Records showed that staff received training in fire safety and awareness. Fire Safety training was seen to be up to date apart from two new members of staff that would be completing the training as part of their induction. Therefore people can be confident that all steps are in place in order to protect them from risk.

## 4. Leadership and Management

### Summary

People benefit from living in a home where the wellbeing of both themselves and staff is given priority and staff are well led, supported and trained.

### Our findings

People live in a home which is well managed, and where the management team maintain a positive ethos and culture where people and staff feel valued. The manager was only available by phone on the morning of the inspection but made themselves available in the afternoon. However, we had access to the deputy manager and senior care worker in their absence. All information requested was promptly provided, and both the deputy manager and senior care worker were seen to be accessible to staff and people throughout the inspection. We felt a positive atmosphere was being maintained within the home, where both staff and people appeared happy. This was confirmed during the inspection. One care worker who was new to the position told us *"I am well supported by the management"* and *"they always put the residents first"*. We saw throughout the course of the inspection the care worker was provided with good support, and assisted at all times. People living in the home appeared relaxed and happy throughout the inspection. They were seen to be comfortable with all staff, and were regularly engaged in conversation. Therefore, both staff and people benefit from a service where their well-being is a priority

The management team provides training and support to staff in a way that improves outcomes for people. We inspected two staff files and saw good staff recruitment processes were being maintained, and all the required information was appropriately stored. However, a full record of previous employment history needed to be added to employment application forms. We saw all new staff received a programme of induction. This we felt was adequate but recommended that the registered person consider implementing the Social Care Wales Induction Framework. This would also provide evidence for care workers who were completing qualifications and credit framework (QCF) level 2 and 3 in health and social care. We saw staff had good access to senior staff and supervision meetings were being carried out, although we found the annual appraisal had not been separated from the ongoing supervision meetings. They did not, therefore, provide staff with an opportunity to reflect, review performance and plan for the following year. This was acknowledged by the manager who said that it would be rectified. Both staff and resident meetings were well attended and arranged on a regular basis.

We saw clear policies and procedures for staff to follow. However, a number of policies required updating with the relevant contact details. These included the medication, complaints and safeguarding policies/ procedures. The management team ensured care workers had access to regular training to ensure continuous professional development was being maintained. The service employed a training consultancy, as well as using the training provided by the local authority. Training subjects included manual handling, medication, first aid, fire safety and infection. A number of staff had also attended positive behaviour management training, deprivation of liberties and the mental capacity act, maintaining skin care and approaches to person centred care. We established in a later discussion with the manager that further sessions would be organised with staff on

developing their approach to person centred care. We found the manager had invested time in succession planning. The deputy manager was in the process of completing the QCF level 5 qualification in leadership and management. In a later conversation we found the deputy manager to be keen to further develop their skills and knowledge. We saw care workers were encouraged and had access to level 2 and 3 in health and social care. People, therefore benefit from staff that have good access to training, support and development opportunities.

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

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

None

### **5.2 Recommendations for improvement**

We recommend the following:

- To introduce the Social Care Wales Induction Framework.
- To add previous employment history to employment application forms.
- To ensure all staff have an annual appraisal of their work.
- To update the medication, complaints and safeguarding policies/ procedures.
- To evidence the outcomes/ goals achieved by people within the care planning and review process.
- That the service provider considers Welsh Government's *'More Than Just Words follow on strategic guidance for Welsh language in social care'*.

## 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 the 25 September 2018 between 09:30 a.m. and 4:00 p.m.

The following methods were used:

- We viewed the home's indoor and outdoor areas.
- We spoke with six people living in the home and observed their interactions with staff.
- We spoke to four staff. This included a care worker, senior care and the responsible individual.
- We viewed two people's care records and the records of two members of staff, including records related to training and formal supervision.
- We looked at a wide range of other documents, such as the home's statement of purpose and a sample of policies and procedures, quality monitoring procedures and incident and maintenance records.

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

[www.careinspectorate.wales](http://www.careinspectorate.wales)

## About the service

Type of care provided	Care Home Service
Registered Manager(s)	Sandra Merrell
Registered maximum number of places	8
Date of previous Care Inspectorate Wales inspection	02/03/2017
Dates of this Inspection visit(s)	28/09/2018
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	<p>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, or intend to use their service. We recommend that the service provider considers Welsh Government's '<i>More Than Just Words follow on strategic guidance for Welsh language in social care</i>'.</p>
Additional Information:	