



Inspection Report on

Tregwilym Lodge Nursing and Residential Home

**Tregwilym Lodge Residential Home
146-150
Tregwilym Road
Newport
NP10 9YJ**

Date Inspection Completed

02/11/2020

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About Tregwilym Lodge Nursing and Residential Home

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| Type of care provided | Care Home Service Adults With Nursing |
| Registered Provider | Tregwilym Lodge Limited |
| Registered places | 74 |
| Language of the service | English |
| Previous Care Inspectorate Wales inspection | |
| Does this service provide the Welsh Language active offer? | No |

Summary

People are happy with the care and support they receive from trained care workers. Care staff are respectful and caring. One-to-one activities take place to keep people occupied and staff support people to stay in contact with relatives and friends. Staff follow current guidance relating to coronavirus, this includes using the correct personal protective equipment to keep people safe. The service provider identifies when there are problems and takes action to make improvements.

Well-being

Individuals can do things that matter to them and that they enjoy. Care staff build relationships with people by spending purposeful one-to-one time with them, seeking views and preferences on an ongoing basis. Staff cater for people's preferences and because they know people well they can anticipate their needs. People can choose what to do and where they spend their time. People are encouraged to maintain social distancing whenever possible. Visits from relatives and friends have been restricted due to the coronavirus pandemic. Arrangements are in place to support the people who need help to use the telephone and/or other communication methods.

People are supported to remain as healthy as possible. Care staff ensure people eat and drink well by offering choice and helping people if they need assistance. Stimulating activities and good relationships with care staff help to support people's emotional health. People have access to sensory and occupational equipment to keep themselves occupied. Appointments with health professionals are arranged for regular checks, or if an individual's needs change.

People are protected from abuse and neglect as care staff know what to look out for and how to raise concerns if they suspect someone's well-being is compromised. Care staff are trained in safeguarding and have clear policies and procedures to guide them. Well-established protocols protect people from having their freedom restricted unnecessarily, and detailed risk management plans help to keep people safe and as independent as possible.

The home provides people with suitable accommodation. It is clean and warm and bedrooms reflect individuality. Significant building work is currently under way and more refurbishment work is due to take place. Improvements include larger and brighter communal areas and new bedrooms with en-suite facilities.

Care and Support

People are comfortable and well. Staff are attentive and provide care to people as detailed in their personal plans. Staff are encouraging and reassuring and demonstrate a clear understanding of people's needs. People have choices about activities and daily routines. Relatives said "*staff there are all very caring, very professional, all help*", "*they care very well*", "*I am more than happy with the care, very good*" and "*they're constantly keeping in contact*". One person reported problems with electronic devices which meant they haven't had as much contact with their relative as they would have liked. The comments made by relatives all relate to the work done by care staff since the start of the coronavirus pandemic.

The person in charge of the home considers a range of information about prospective residents prior to them coming to live there. Personal plans reflect information gathered from people, their relatives and health professionals. Records kept in the home show people's needs and preferences. Actions care staff must take to support them are recorded.

Care staff record the care and support they deliver each day. This includes recording what people eat and drink. The person in charge reviews the records and takes action when necessary, for example when a person hasn't had enough to drink. Nursing staff record information in relation to people's physical health. The information recorded by staff at the home is shared with external professionals when required. For example the records can assist general practitioners (GP) to make diagnoses and prescribe treatments.

Medication is mostly dealt with safely. An electronic monitoring system is in place, it enables the person in charge to monitor medication administration at anytime from anywhere. There is a second electronic system in place which contains people's care documentation. We noted that on occasion some important information was stored in one place but not in the other. This means that medication records are not always up to date and can lead to people not getting medication at the right time. The person in charge had already identified this and they are introducing a new system in which medication information and other care documentation is all held in one place.

Staff keep people safe by adhering to clear policies and procedures and taking swift action when needed. Records show the manager deals promptly and appropriately with incidents affecting people's well-being, and takes all steps to ensure any restrictions placed on a person's liberty are only in their best interests.

Environment

The person in charge ensures the environment supports people to achieve their personal outcomes. The entrance to the home is secure. Some communal areas and bedrooms are attractively decorated, other areas are in need of refurbishment. Significant building work is currently under way and more refurbishment work is due to take place. People's bedrooms reflect their tastes and interest. The layout of the home, together with the provision of aids and adaptations helps to promote independence. Sitting arrangements throughout the home have been reviewed in order to ensure people can sit in communal areas whilst socially distancing.

Good arrangements are in place to ensure risks to people's health and safety are identified and dealt with. The service provider carries out regular health and safety checks.

Clear infection control arrangements are in place. All staff are following Public Health Wales (PHW) current guidelines, and appropriate personal protective equipment (PPE) was being used throughout during the inspection. Staff told us they always have access to the correct PPE and are provided with support and guidance when required. There are stations in the corridors with PPE supplies, hand gel and cleaning materials. Staff can easily access these whenever they are needed.

Leadership and Management

People are provided with accurate information about the service. There is a written guide which gives people who live at the service, their relatives and others information about the service. There is a statement of purpose which describes how the service is provided. There is also information on notice boards throughout the home. This includes health and safety information, menus and information about activities.

The provider of the service checks people are happy with the quality of care and support and looks for ways to improve. The provider oversees progress and developments, they complete checks and liaise with people who live there, their relatives and with staff. We saw that the service provider asked relatives for feedback in relation to the care provided since the beginning of the pandemic. One person told them *“I feel my relative is cared for in an appropriate manner even more so in the present climate. Staff always present and I am kept well informed what is going on”*. The person in charge and senior staff also check the quality of care. They do this on an ongoing basis during comprehensive handovers for care staff, regular care staff meetings, and audits of all records and processes.

People are supported by staff who are trained, supported and developed. The records we examined show that the provider carries out the necessary checks when recruiting staff. New staff receive an induction in line with Social Care Wales’s requirements. Staff receive training relevant to their roles and this includes infection control training. All staff say they receive regular supervision sessions and that they can contact the person in charge whenever they need to check something out. Records confirm that regular meetings including one-to-one meetings take place.

The service provider is taking action to consolidate the leadership and management arrangements in place to ensure the smooth operation of the service. Recruitment activities are currently going on in order to recruit a new manager and clinical lead. There are excellent interim arrangements in place and these ensure the care delivered is not compromised.

Areas for improvement and action at the previous inspection

The service provider had not made provision for the quality of care and support to be reviewed as often as required and at least every six months.

Regulation 80

Achieved

Areas where immediate action is required

None

Areas where improvement is required

The service provider must improve its medication records.

Regulation 58

Date Published 11/01/2021