



Inspection Report on

Tregwilym Lodge Nursing and Residential Home

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

Date Inspection Completed

19/02/2021

Final unpublished report

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About Tregwilym Lodge Nursing and Residential Home

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

This was a focused inspection and on this occasion we did not consider the themes of 'Care and Support' and of 'Leadership and Management' in detail.

Care staff are respectful and caring. They follow current guidance relating to coronavirus, this includes using the correct personal protective equipment to keep people safe. Improvements are required to ensure the premises and practices in relation to health and safety comply with legislation and best practice guidance at all times. One area of the home has completely been refurbished and more work is planned to further update the environment.

Well-being

Staff treat people well and spend time with them, seeking views and preferences on an ongoing basis. Staff know people well and can anticipate their needs. People are encouraged to maintain social distancing whenever possible. Visits from relatives and friends are still restricted because of the coronavirus pandemic. There is a visiting pod outside. The person in charge is planning for visits to resume in line with the lifting of coronavirus restrictions in Wales.

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. We saw people in one dining room eating together whilst socially distancing and talking to each other and to staff.

People are protected from abuse and neglect because care staff know how to raise concerns if they suspect someone's well-being is compromised. The person in charge acts upon allegations and incidents. They work very well with external agencies in order to ensure allegations and incidents are fully investigated.

The home provides people with suitable accommodation, however there are different standards within the home. Work is underway to raise the home's overall standard of accommodation. To date the work has consisted of structural work to redesign and refurbish one area of the home. The next phase includes a complete refurbishment of the communal areas and bedrooms in another area in the home.

Care and Support

As this was a focused inspection, we have not considered this theme, in full.

People are comfortable and well. Staff are attentive and provide the care people require. Staff are encouraging and reassuring and demonstrate a clear understanding of people's needs.

Staff provide safe direct care to people by adhering to clear policies and procedures and taking swift action when needed. Records show that when staff have not followed the correct procedures and/or have not behaved as expected, the manager deals promptly and appropriately with any incidents. This includes reporting events to the relevant agencies and providing further information as and when required. When necessary, the service takes disciplinary action and/or provides additional training.

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Environment

Overall the environment enables the service provider to provide the care people require in safe surroundings. 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. The entrance to the home is secure and so are the entrances to the different areas within the home.

The standard of the accommodation where people live varies throughout the home. Some communal areas and bedrooms are attractively decorated whilst others are in urgent need of refurbishment. The service provider is taking action to address this. To date one part of the home has been completely redesigned and refurbished. The work has included structural work to reconfigure sitting areas, the kitchen area, bedrooms and bathrooms. New furniture has been purchased. We saw plans for the next phase which include a full refurbishment of the communal areas and bedrooms in another area in the home.

There are arrangements in place to identify risks to people's health and safety and to deal with these. There are infection control arrangements in place. Appropriate personal protective equipment (PPE) was being used during the inspection. There are stations in the corridors with PPE supplies and cleaning materials. Staff can easily access these whenever they are needed.

However, we observed a number of risks to people's health and safety which require urgent action. We saw that cleaning schedules, laundry and linen handling practices are not as robust as required. In addition, some rooms used by staff which should have been kept locked were open. We also noted that not all recommendations from external professionals in relation to infection control were acted upon in a timely manner. We have issued a priority action notice and the provider must take immediate action to address these issues.

The manager told us that additional storage space for equipment is required. The service provider explained that the ongoing refurbishment work will include creating additional storage space in the home.



Leadership and Management

As this was a focused inspection, we have not considered this theme, in full.

A new manager who is registered with Social Care Wales and who has extensive knowledge of the service was appointed in January 2021. A new clinical lead has been appointed and they are due to start as soon as all the relevant checks are completed. In addition, the service provider has started the recruitment process for a housekeeper who will oversee the work of the laundry and domestic teams. In the meantime, the manager has developed checklists to ensure agreed cleaning routines are systematically followed by all staff.

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Areas for improvement and action at, or since, the previous inspection. Achieved

Areas where immediate action is required

The service provider has not ensured that risks to the health and safety of individuals are identified and reduced so far as reasonably practicable.

Regulation 57

We found poor outcomes for people, and / or risk to people's wellbeing, which is likely to continue if no action is taken. Therefore, we have issued a priority action (non-compliance) notice and expect the provider to take immediate steps to address this and make improvements.

Areas where improvement is required

None

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