



Inspection Report on

Cartref y Borth Residential Home

**Betws Road
Llanrwst
LL26 0HG**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

16/12/2020

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About Cartref y Borth Residential Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Akari Care Cymru Limited
Registered places	21
Language of the service	Both
Previous Care Inspectorate Wales inspection	11 April 2019
Does this service provide the Welsh Language active offer?	Yes

Summary

People are happy with the care they receive and content in their surroundings. Care staff know people well and are kind and supportive. Care staff feel well supported by management. Management are affective in their oversight of care, and ensuring individual needs are met. The environment is clean and homely.

Well-being

People have control of their day-to-day lives. Care staff involve people in making decisions about their care needs and their daily routines. Care staff treat people kindly and their relationships with care staff are positive and respectful. We saw care staff are patient and naturally interactive with people and ensure people are included in conversation. The providers have taken steps to secure the management of the service. People appear to be comfortable in an environment, which is clean and spacious.

People's physical and emotional well-being is promoted. Care staff routinely review people's care needs, wishes and feelings; the views of their families and professionals is considered. People are encouraged to be involved in a variety of daily activities, and meal choices are provided. Management are reliable in referring individual health issues to appropriate health professionals when needed. The various living areas within the service provides choice and space for people to spend their time.

People are safeguarded from harm and neglect. People's care records include information about their care needs and possible risks to their health. Care staff know people well and are effective in ensuring these records are up to date and reviewed. Care staff know what to do if they think someone is at risk of harm. The manager is organised and ensures care staff complete required safeguarding training. Safeguarding policies and procedures are updated and reviewed by the provider.

People live in a clean, warm and homely environment. People are supported and encouraged by care staff and the activities coordinator, to spend time doing what they want to do; independently or together. Management are planning to make improvements to the environment but are prioritising people's well-being.

Care and Support

A wide range of information and views are considered to ensure people's individual needs and outcomes can be supported by the service. People, their families and professionals are provided with an opportunity to link with the manager and care staff and visit the service where possible. We reviewed three personal plans, which include person centred detail about individual care needs. Care records show care is planned around people's individual care needs, choice and routine. We evidenced people's families and appropriate professionals are involved in planning and reviewing their care. The manager has established effective oversight of the review and monitoring of care.

People are confident that service providers have an accurate and up-to-date plan for how their care is to be provided in order to meet their needs. Personal plans are personal to individual need. We saw these are reviewed within required timescale, or when care needs change. Individual risk assessments accompany care records. Senior care staff demonstrated the system used to ensure information about people's care needs are up to date, detailed and included people's views and choices. Care staff are kind, patient and know people well; this attributes to the success of the monitoring of care records.

Mechanisms are in place to safeguard people. We evidenced individual risk assessments consider risk to physical and emotional well being. Care staff are trained in safeguarding and know what steps to take if concerned a person may be at risk. Management have effective oversight to ensure staff training is up to date. We evidenced appropriate and timely responses by management to safeguarding matters. The provider ensures the safeguarding policies and procedures are up to date and accessible to care staff and management.

Medication systems are effective and safe. Medication records are monitored and reviewed by management. We saw records are accurate, and prompt and appropriate steps taken to support care staff where required. Care staff are trained in medication and mentored by management to ensure they achieve competence in medication administration. We saw medication is stored safely and stocks regularly reviewed. Medication policies and procedures are up to date and available for access.

Environment

The environment of the service is clean and homely. Three people told us they enjoyed spending time in the communal areas and liked their bedrooms. We saw one person commenting and giving their views on a new picture in one of the sitting rooms. Maintenance records show the manager and provider oversee and monitor regularly. Improvements to aspects of the interior have been identified by the manager, although other aspects of the service are currently prioritised.

Management and care staff ensure possible risks to the health and safety of people are identified and reduced. Visitors are required to sign in and out of the building, which is secure; visitors are also required to use hand sanitiser and wash hands on entering, in line with the service infection control policy. We saw people accessing the communal areas within the home independently, with assistance from care staff when needed. People may benefit if additional hand rails were available in the hall areas between the communal living rooms and bathrooms. People have individual walking aids where required. Personal Emergency Evacuation Plans (PEEP) for all residents are person centred, available and accessible. Maintenance records show electrical, lighting and fire safety equipment are monitored and tested within timeframes.

Leadership and Management

The provider has governance arrangements in place to support the smooth operation of the service. We saw care staff are vetted, recruited and trained effectively. Care staff files show staff training certificates in a variety of areas including specialist areas e.g. palliative care and dementia. We saw care staff are supported and monitored within required time frames. Care staff told us, they find management approachable and supportive. Care staff told us they feel confident in the support by the management.

The statement of purpose (SOP) is available onsite and via the service website. We found the document is up to date and reflected the service provided; this document is also in line with the version within CIW records. We found the SOP is reader friendly and appropriately written.

There is effective oversight of the service, through ongoing quality assurance processes that review the standards of care and compliance with regulations. We saw they have systems in place to effectively oversee the care provided. We saw timely referrals to appropriate professionals when care needs change. The training programme shows they ensure care staff receive required training within required timeframe. Their effective management enables people to feel valued and have positive relationships with care staff and management. The responsible individual frequently visits the service in line with the requirements of their role. The manager and provider work well together to ensure the efficient running and oversight of the service.

Service providers ensure sustained adequate staffing numbers and arrangements in place in the event of staff sickness or absence. The care staff rota shows sufficient staffing numbers during the day and at night. Care staff told us they felt the staffing numbers are sufficient. We saw care staff have the skills they need to meet people's care needs and achieve their outcomes. We saw a variety of appropriate training and qualifications acquired by staff at varying levels. We observed care staff were kind and patient with people and promoted inclusion in conversation and activities.

Areas for improvement and action at the previous inspection

None

Areas where immediate action is required

None

Areas where improvement is required

None

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