



Inspection Report on

East Park Care Centre Limited

**Jeffreyston
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SA68 0RE**

Date Inspection Completed

22/08/2019

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Description of the service

East Park Care Centre is a purpose built care home located in the village of Jeffreyson in South Pembrokeshire. The home provides care and accommodation to a maximum of 21 adults. The care provider is East Park Care Centre Limited and the company has nominated a person to have operational and strategic oversight of the service (the responsible individual).

Summary of our findings

1. Overall assessment

People living in East Park Care Centre are happy and are supported to live their lives as they choose. People have a voice and their independence is promoted. Each person is able to take part in a wide range of meaningful activities. The environment is well-maintained and homely and people are able to lead happy and fulfilling lives, which positively impacts on their well-being. There are systems in place to monitor the quality of care provided, however, some improvement is required.

2. Improvements

This was the first inspection under the Regulation and Inspection of Social Care (Wales) Act 2016. Service improvements will be considered at a future inspection.

3. Requirements and recommendations

Section five of this report outlines any findings in relation to requirements and the recommendations we have made for service improvement.

1. Well-being

People's physical and emotional well-being is promoted. We saw evidence of good communication between the home and health professionals including the general practitioner. The care and support provided by care workers was clearly recorded in the daily records. People had access to activities and were able to take part in things that made them happy. This was confirmed by people and their relatives who told us they enjoyed the home's activity programme. Our observations confirmed people were well supervised by care workers and their needs were responded to promptly. Whilst the electronic care plans were comprehensive and up to date, we found that in the paper care files this was not the case. We recommended that whilst the service is in transition transferring paper files to electronic files they continue to be reviewed in a timely way. We conclude the service provider ensures people receive assistance to maintain their emotional and physical well-being.

People are safe. We reviewed the home's safeguarding policy and saw this provided staff with guidance on how to deal with any issues that arose. Review of care workers' training records demonstrated they had received relevant training. Care workers told us and supervision records showed they were well supported. We saw the responsible individual kept safeguarding matters under review. The service provider has policies and procedures in place to protect people from harm and abuse as far as is possible.

There is support for people to enable them to maintain personal relationships. We spoke with three visiting relatives during the inspection. They spoke very positively of the home. People's rooms contained personal items which further helped to give people a sense of belonging. The service provider promotes people's well-being by ensuring they are able to continue with family and personal relationships.

We observed the interactions between care workers and people living at the home. These were warm, friendly and we observed care workers use genuine gestures of affection. People made choices and had many opportunities to make decisions about their every-day lives. We saw lunch was well presented and appetising and people told us of the many activities available to them.

East Park Care Centre provides people with suitable accommodation. We carried out a visual inspection of areas of the home used by people. The layout of the home promoted accessibility and we saw that the building was easy to navigate which meant that people could move around freely. The home was warm, clean and well furnished. Bathrooms and toilet areas were spacious and clean. A review of health and safety records showed attention was paid to these matters. The provider offers a home which supports people to achieve a sense of well-being.

2. Care and Support

People receive support to stay physically well. We reviewed the records for four people using the service. We saw evidence of liaison with other professionals such as the general practitioner. Advice was also sought from specialist practitioners, such as district nurses and dietitian, when it was required. We reviewed the arrangements for the management of people's medications. The records relating to the administration of medicines were complete and medication was stored appropriately. We were satisfied the provider had systems in place to audit medications and was therefore able to identify any issues as they arose. The service therefore supports people to maintain their on-going health and well-being.

It is not evident that all people receiving a service have an up-to-date plan for how their care is to be delivered. We reviewed the care records for four people. These evidenced that there were comprehensive assessments and plans in place, which clearly outlined individual needs and guided staff how to meet those needs. However, the service was in the process of transferring all paper care documents onto a new electronic system. In the transition, those care plans still in a paper format had not been reviewed in a timely way. We therefore recommended that all plans in both paper and electronic format should be reviewed to ensure people have up to date information regarding their care needs.

People can be fully assured they will receive quality care and support. The comments we heard from people using the service and their visitors were very positive. One person said "*I am well looked after*" and "*this is my family now*". Another person said "*all the staff are very kind*" and "*I don't know what I would do without them*". A visitor to the home said they were very happy with the "*excellent care and support*" provided to their relative and stated "*we always feel welcome*". Visitors we spoke with told us they would recommend East Park Care Home to friends and relatives. We saw care workers engage well with people, observed them to be kind, and used gestures of affection when interacting. During the inspection we saw people were offered choices such as what they wore, when they got up, where they spent their time and what they would like for lunch. We saw that the menu was on a three weekly rota and provided a choice of meals to suit a variety of tastes. People told us they enjoyed the food. One person told us "*the food is beautiful and I always have a choice*". We observed a lunchtime meal and considered it nicely presented and appetising. People told us that they have regular resident meetings to discuss the menu, activities and any other suggestions they have. They told us and we saw in activity logs and photographs the many interests and activities people are involved in such as trips out shopping, craft work, quizzes, music groups and attending the local church. We saw a display of awards in the reception area to show that the home had won the 2018 Western Telegraph award for the 'Care Home of the Year'. On discussions with people and visitors, we learned that the nominations for this award had come from residents and their families. People and their relatives we spoke with were very proud of the award and told us that it was well deserved. We therefore found that people receive quality care and support.

People are safe. The care documentation we reviewed contained relevant risk assessments and actions aimed at addressing any risk identified. This was sufficient to maintain people's safety. We also reviewed the policy relating to the safeguarding of people at risk of harm or abuse. It provided staff with details of how to respond to any incident and outlined relevant legislation. We saw that care workers had received training in safeguarding. The information held by CIW showed the service informed us of any issues and liaised with the local authority as necessary. We saw the responsible individual kept safeguarding matters under review. The provider has mechanisms in place to ensure people are protected from abuse and neglect as far as is possible.

3. Environment

People receive care and support in a suitable environment, with facilities and equipment that promotes individual well-being. The layout of the home promoted accessibility and we saw that the building was easy to navigate which meant that people could move around to visit friends if they wished. The home was warm and had a choice of areas for people to use. Bathrooms and toilet areas were spacious and clean. Each bedroom we saw was clean and personalised to reflect the person's taste and interests, with items such as ornaments, soft furnishings, photos and items of furniture. People told us they felt happy and comfortable. Therefore, people receive care and support in an uplifting, homely environment.

Attention is paid to health and safety matters. We reviewed the internal checks carried out at the home. We saw that water temperatures were checked on a regular basis. The records indicated fire safety checks were conducted. There were certificates to demonstrate that electrical equipment, boilers and other equipment were verified safe at the required intervals. Walking around the home we noted corridors and rooms were kept clear of clutter that could otherwise pose a risk to people. All visitors to the home were asked to sign a visitors' book. The provider identifies and mitigates risks to the health and safety of people.

Confidentiality is maintained throughout the home. Care records were only available to staff who were authorised to access them. Staff personnel records were securely stored in the office. This shows that people receive care and support in an environment where their privacy and personal information is well protected.

4. Leadership and Management

People can be confident that the service provided at East Park Care Centre is as described within the statement of purpose. This is an important document which should outline the care philosophy, the arrangements for care provision and the facilities available. We reviewed this document as part of the inspection process and found it contained all the necessary information to allow people to make an informed decision about the service. We therefore found that the service is provided in accordance with the statement of purpose.

The management team is well known to people, relatives and care workers. At the time of inspection the responsible individual was also the manager of the service. We were informed that this is temporary. The head of care for the service had completed the level 5 Qualification and Credit framework (QCF) and informed us they were in the process of applying to Social Care Wales for formal registration. In addition, the home also employs a deputy manager who holds QCF level 5 and three senior care workers who hold QCF level 3. People, visitors and care workers told us that the management team were always approachable and available.

There are some arrangements in place to assess the quality of the service. We noted that the responsible individual is a frequent visitor to the home and was on the rota working a number shifts weekly with care workers. People, visitors and staff told us they know the responsible individual very well, and found her easy to speak with and approach. In addition, they told us how they regularly complete quality questionnaires to give feedback about the service they receive. Regular resident meetings were arranged for people and to voice any concerns they had. We saw that staff meetings were held regularly giving care workers the opportunity to keep up-to-date with developments in the service. We saw that processes are in place to monitor equipment checks for slings, hoists, mattresses, and wheelchairs and documentation such as care records, employee records and staffing levels throughout the home. From these, we saw that any issues that arose were resolved in a timely manner. An annual quality review for the home was available that demonstrated findings from such audits that were used for the continued development and improvement of the service. However, no three monthly review reports were available. We reminded the responsible individual that quality assurance for the home should undergo regular reviews and need to be evidenced in a three monthly report. We were assured the responsible individual would take appropriate action to address this. CIW will review at a future inspection.

There are adequate numbers of care workers, who are appropriately recruited, to meet people's care and support needs. We reviewed four personnel files and found all the required information including a full employment history, two references and a DBS (Disclosure and Barring Service) check. We also considered the records relating to staff supervision and appraisal. In this context, supervision refers to a one-to-one meeting between the staff member and senior person to discuss any practice issues, support needs

or development requirements. It is important to maintaining a motivated and professional workforce. We saw care workers received supervision at regular intervals and noted practice issues were addressed at that time when necessary. A review of the rota showed sufficient staffing levels were maintained. We reviewed the training matrix outlining the training care workers had received. There were some gaps in refresher training but we received confirmation that the required training was booked. We were therefore satisfied the provider was taking appropriate action to address this but will consider further at a future inspection. The service provider ensures there are sufficient numbers of suitably qualified and experienced staff to meet the needs of people.

5. Improvements required and recommended following this inspection

5.1 Areas of non-compliance from previous inspections

This was the first inspection under the Regulation and Inspection of Social Care (Wales) 2016

5.2 Recommendations for improvement

We recommend the following:

- People's care documentation in paper format should be kept under review whilst in the process of changing to electronic system.
- The responsible individual needs to ensure three monthly quality review reports are available.

6. How we undertook this inspection

We carried out an unannounced inspection of the service on 19 August between 9:45 and 16:30 and on 22 August between 10:00 and 12:00. This report was informed by the following:

- Review of the information held by CIW about the service;
- Discussion with three visiting family members;
- Discussion with two visiting professionals;
- Discussion with four members of staff;
- General observations of the daily routines;
- A review of the safeguarding policy;
- Review of the staff training records;
- Consideration of the health and safety records;
- Review of four people's care records;
- Review of four staff personnel records;
- Review of the staff training matrix;
- Review of the statement of purpose;
- Consideration of the staff rota;
- A review of the systems in place for managing people's medications;
- A visual inspection of the home's facilities and areas of the home used by people living there.

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

www.careinspectorate.wales

About the service

Type of care provided	Care Home Service
Service Provider	East Park Care Centre Limited
Manager	Yes
Registered maximum number of places	21
Date of previous Care Inspectorate Wales inspection	20/10/2017
Dates of this Inspection visit(s)	19/08/2019 & 22/08/2019
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	Working towards
Additional Information: The service is working towards an 'Active Offer'. This means being proactive in providing a service in Welsh without people asking for it. However, after discussions with management, people and care workers, we saw there was no demand currently for Welsh-speaking support. We recommend the service consider Welsh Government's ' <i>More Than Just Words follow-on strategic guidance for Welsh language in social care.</i> '	

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