



Inspection Report on

**St David's Residential Home
36 East Parade
Rhyl
LL18 3AN**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

3 November 2020

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About St David's Residential Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	St David's Care Limited
Registered places	52
Language of the service	Both
Previous Care Inspectorate Wales inspection	13 November 2019
Does this service provide the Welsh Language active offer?	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 who use, or intend to use their service. We recommend that the service provider considers Welsh Government's 'More Than Just Words' follow on strategic guidance for Welsh language in social care.

Summary

St David's Residential Home is located close to the sea front in Rhyl. Its accommodation is spread over three floors. It provides support to people over the age of 50, who have a wide variety of support needs. This was a focussed inspection, primarily to look at the quality of care and leadership and management. People feel safe and respected in St David's. People receiving a service are happy with their care and support. Care staff feel well supported and well trained, and enjoy working at St David's.

We found that care plans and risk assessments require more detail to ensure that people's individual needs are understood. The service needs to ensure that people are consulted on their care plans, and have opportunities to review them. The environment is clean and homely and there are good infection control measures in place to keep people safe. At present the home only has one operating lift, which causes delays at key times; the service continue to look at how this can be improved.

Well-being

People feel safe and well supported. People told us they are treated with respect and dignity, and staff are friendly. They told us they are able to say what they need and feel they are listened to. They said they generally receive support when they want it, and do not feel rushed. Staff are trained on the protection of vulnerable adults and understand the need to report any concerns. People told us they feel safe in St David's.

People live in a home that supports them to achieve well-being. We saw the home has good infection control measures, following latest guidance from relevant public bodies. Records show people have opportunities to engage in social activities if they choose. People are able to follow their own routines as much as possible. Where possible the service has facilitated visits from families. Health professionals are consulted when needed and are able to visit as required.

Care and Support

People receive good quality of care from a team of motivated staff. There is a new digital care planning system in place, and care staff said this helps them in their work. We saw care plans did not always sufficiently describe the individual and their needs. One person receiving a service was not aware they had a care plan and what it contained. However, they did tell us they had a good relationship with the manager and felt able to tell them what they wanted. A family member did not feel they had been consulted on the care their relative required and identified an additional need that should be addressed. Recording of consultation with residents and their representatives needs to be improved. The service are committed to making improvements in the care planning process and advised us this will be addressed.

People's health needs are well supported. People told us they felt supported to get access to health professionals when needed. A family member told us they are kept well informed of any health issues affecting their family members. We spoke to a health care professional who told us the service is proactive at getting early interventions for health needs. They told us they had a good working relationship with the service which is quick to apply instructions and transfer any lessons learnt to the benefit of all residents in the home.

The service has strong, effective infection control measures in place. People who live in the home and staff all told us they feel safe with the measures in place. Staff told us they have received training on Covid 19 and how to correctly use Personal Protective Equipment (PPE). Staff told us they are regularly reminded of the measures needed to keep everyone safe. The service has a thorough infection control audit in place, which also records actions required and when they are addressed.

Environment

There are good systems in place to identify and mitigate risks to the health and safety of the service. A dedicated maintenance person is in place, who carries out a range of checks and can carry out repairs as required. On the day of inspection we saw that there was a contractor working outside cleaning the guttering.

We reviewed the laundry system. We saw in some linen cupboards clean laundry is kept above dirty laundry. However, we were told that new bins will be put in place which will improve the storage for dirty laundry. The laundry assistant advised that dirty laundry is collected at several points throughout the day, to ensure it is dealt with promptly.

We recommended at the last inspection the provider install another lift. Whilst the Statement of purpose and service user guide say there are three lifts, only one is operational, and has been for some time. We observed that at certain busy parts of the day, only having one lift causes delays. For example, regarding lunch delivery to those not eating in the main dining room and the moving of manual handling equipment between floors. One person who lives in the home told us they have to wait for a while to get to the dining room due to this. We discussed this with the provider and they told us they are working with the lift company to see how this can be best be addressed. They are also looking at alternative ways of using the accommodation available to reduce the impact this is having on the service.

Leadership and Management

The service has sufficient staff to meet the needs of people living in the home. People we spoke with told us their care is provided in a relaxed way, and usually at the times of their choice. Care staff told us they feel they have time to do their jobs well most of the time. We saw staff are suitably vetted prior to taking up their employment and then have sufficient training to ensure they have the necessary skills. This includes a wide range of mandatory subjects, for example safeguarding, manual handling and dementia. Staff told us they feel well supported by approachable and flexible management.

The service has a statement of purpose and service user guide which describes the service people can expect. Overall these documents provide a good description of the service, however they need to revise the information about availability of lifts. We saw they had a range of policies which are regularly reviewed, however we have recommended they consider adding some more information to make some points clear.

There are good arrangements in place to review the service. A quality of care review had been carried out, in May 2020. The report should contain more analysis of how the systems in place ensure the smooth operation of the home. We were advised another review is being carried out, and the views of people who use the service, families, staff and healthcare professionals are being sought in new ways to try and improve the response rate.

Areas for improvement and action at the previous inspection

None		
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Areas where immediate action is required		
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None		
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Areas where improvement is required		
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None		
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Date Published: 11/01/2021

No noncompliance records found in Open status.