



Inspection Report on

Caledonia

**CALEDONIA RESIDENTIAL HOME
12-14
WALTHEW AVENUE
HOLYHEAD
LL65 1AF**

Date Inspection Completed

08 October 2020

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About Caledonia

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Ann Bedford & Sarah L Herridge TA Ansa Care
Registered places	15
Language of the service	English
Previous Care Inspectorate Wales inspection	26 November 2020
Does this service provide the Welsh Language active offer?	Working Towards

Summary

People are happy with the care and support they receive; but would benefit from being prompted more often by staff to enjoy daily activities. Care staff know people well and the care staff team are consistent, well supported and trained. Management take appropriate action to notify incidents which affect people's well being. The provider is in the process of making improvements to the environment. People would benefit if some areas inside and outside the home were de cluttered to promote better use was made of these areas.

Well-being

People have control over most aspects of their day-to-day life, although this is limited due to current infection control measures and Covid19. People receive a varied choice of meals. Care staff know people well and are kind. The provider continues to make improvements to the home's environment, by considering the needs of people living with dementia. The outside areas and conservatory need review to create space, to enable people to have more choice as to where they spend their time.

People's physical and emotional well-being is promoted because care staff are responsive to their individual needs and are focused on their duties of care. People would benefit by being encouraged by care staff get involved in daily routine activities and make use of available games and crafts. Management ensure timely, appropriate referrals and appointment to health professionals are made, when required. Improvements and adjustments to the colour décor inside and outside of the home, enhance the well-being of people living with dementia.

People are protected from abuse, neglect and risk of harm. Care staff know what steps to take and how to raise a concern if they are worried a person may be at risk of harm. Care staff have received up to date training in safeguarding. The service safeguarding policies and procedures are up to date and available for care staff to access. Management respond well and appropriately to incidents of concern. People have individual risk assessments; these are reviewed when required, enable care staff to manage risk and safety, and enable people to be as independent as possible. Outside areas to the front and back of the home, require review and declutter, to ensure people's safety at all times.

People appear happy within their environment, which is organised and decorated to help people to be as independent as possible. The provider plans to ensure all bedrooms have non slip flooring, as do most bedrooms. Communal areas are decorated and arranged for people to move independently throughout the home; areas have been painted and decorated to enhance the experience of people living with dementia. The home is clean and warm.

Care and Support

The manager considers a wide range of information about people's choices and care needs before they move to the service. We saw people are content; care staff show warmth, patience and support people at mealtimes and during the medication round. We saw individual personal plans reflect the care needs of people; this information is gathered prior to admission from people, their families and health professionals. Individual care records show people's individual needs and risk management is fully considered. We saw a range of board games and crafts available for people but staff do not take enough the time to encourage people to get involved.

Care staff encourage people to express their views. We saw two people approach staff whilst requesting assistance; they were comfortable in expressing how they feel and what they wanted. Care staff are responsive to people, but at times, we saw they were too busy to spend quality time with people. We heard a care staff member reply *"I'm busy at the moment"*. The inspection visit took place during a meal time and medication round when staff are particularly busy. The menu's show people are provided with a wide range of meal choice; staff inform people of meal choices before each meal.

Care staff ensure people's safety and follow the most recent guidance from Welsh Government and the service's infection control policies and procedures; these are updated when required. We viewed these records, which care staff had read and signed. We saw staff wear Personal Protective Equipment (PPE) and hand hygiene facilities are available throughout the home. Outside visits only are available to friends and family. Team meetings arranged by the provider keep staff informed and memo's provide updates about changes in infection control procedures. Records show the manager responds promptly and appropriately to any issues which may affect a person's well-being; they communicate effectively with health and other professionals.

Medication is managed efficiently and safely. We observed people are familiar with the medication they take and care staff support people during the administering of medication. Records show effective recording by care staff. The medication is stored safely. Staff are trained in medication administration. We saw stocks and medication records are reviewed regularly via a number of sources, including the manager and a local dispensary.

Environment

The manager and owner ensure people can move freely within the home and socialise with each other if they choose to. Pictorial aids, signage and primary colours benefit people's orientation throughout the home's communal areas, which promotes their independence. People are prompted to remember events; there are pictures of people and care staff celebrating events and nostalgia. Improvements are being made to the outside back garden area, for people to have more access and space. However, access to this area is hazardous while building and maintenance work is taking place and people are at risk of harm. We found clutter and obstacles at the front of the home, which could be a risk for people and visitors. People currently receive visitors outside or through a window, as a preventative, infection control measure.

There are measures in place to ensure people's security within the home. The entrance to the service is secure. Visiting professionals are greeted by care staff and asked to sign a visitor's book; their temperatures are taken on entering and hand sanitization is provided. Care records demonstrate consideration is given to people's mobility and their environment when reviewing their care needs. There are secure handrails and stair lifts available for people to use. We saw people had appropriate, individual walking aids. Appropriate safeguards are considered in relation to deprivation of liberty to ensure no one is unnecessarily restricted. Maintenance records show appropriate, timely checks of equipment and the building are planned, recorded, undertaken, and reviewed. The Control of Substances Hazardous to Health (COSHH) cupboard is locked to keep people safe.

Leadership and Management

Management ensure people receive good quality care. Service policies and procedures are up to date, reviewed and signed by care staff to show they have read and understood them. Recruitment of care staff is safe and the manager monitors a thorough induction of new staff. Care staff training needs are agreed in formal supervision and annual appraisals, which take place within timescale. Care staff receive required training. Face to face training has not taken place since February 2020, due to the pandemic, but staff have access to in house training, via electronic means. We found the provider and manager address issues arising within staff meetings; memos are provided as reminders, to aid communication and to promote a consistent approach by all staff.

The service statement of purpose tells people what they can expect in the home. The current document reflects the service provided and is up to date. This is available on entering the service entrance hall.

The manager assists the provider by gathering people's views about the service. They speak with people, their families, care staff and visiting professionals about whether they are happy with the quality of care. Records show the provider aims to visit, at least weekly, when lockdown and shielding guidance are not in force. Their report shows, during their visits to the service, they review people's well-being and care; management identify any outstanding issues for improvement. We found people and care staff are confident in expressing their views. Care staff and management listen to people. We viewed recent and ongoing quality checklists completed by the manager and responsible individual, and saw they take timely actions when the need for improvements identified.

The provider and manager are effective in communicating, referring and notifying issues to appropriate professionals. We evidenced appropriate reporting to a variety of relevant regulatory bodies and statutory agencies including CIW and the Local Authority illustrating they are transparent about issues arising. We found the provider and manager take timely steps in response to incidents and are open and honest in reporting and responding to concerns and significant events affecting people's individual well-being.

Areas for improvement and action at the previous inspection

None		
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Areas where immediate action is required

None	
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Areas where improvement is required

None	
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Date Published 04/12/2020