



Inspection Report on

St Chamond's

**St. Chamonds Care Home
Hillside
Prestatyn
LL19 9PW**

Date Inspection Completed

29/10/2020

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About St Chamond's

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	St Chamond's
Registered places	20
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	This is a service that is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

Staff feel valued and supported by management and this has a positive effect on people's care and support. People are happy, feel they have choice and that staff treat them with respect.

Systems are in place as part of quality assurance measures to identify what the service does well and where development is required. Views from people using the service, their family / representatives, staff and key stakeholders is sought to help shape the service provided.

The home is secure and warm with a welcoming ambience and meets people's needs, but more thought and innovation is required to create a 'dementia care friendly' environment so people living with dementia experience enhanced well-being.

Well-being

People have choice and control over their daily life. As part of the care planning process information is captured to reflect people's uniqueness so staff know what matters most to the people in their care. People's views are encouraged; questionnaire surveys and meetings provide an opportunity for people to voice any concerns they may have and put forward their ideas about the care and services they receive. Staff approach is person centred and respectful; people are happy.

People's physical, mental health and emotional well-being needs are met. Equipment is available to promote people's independence and maintain their dignity. Care plans and risks assessments are up-to-date so staff know how to meet people's care and support needs. A multi-disciplinary approach ensures appropriate referrals to healthcare professionals are made so people receive the treatment they need. Complimentary therapies enhance people's experience of care. Activities help to occupy people's time and technology helps people to keep in touch with their family and friends, which helps to maintain and enhance their well-being.

People are protected from abuse and neglect. Policies are in place, and the manager is reviewing the safeguarding policy to reflect current guidelines. Staff receive safeguarding training so can recognise abuse should it occur. Risk assessments are in place, which help staff to take timely action to meet people's needs and manage potential and actual risks. People feel safe.

Suitability of living accommodation. The home is secure from unauthorised visitors. Areas viewed are warm, clean and tidy with a calm and welcoming ambience. Views from the conservatory offer interest and bring a sense of the outside in. The home meets people's needs, but people living with dementia are disadvantaged due to the absence of bilingual visual aids to orientate them to time, date, and their whereabouts.

Care and Support

The extent to which individuals receive the quality of care and support they need through consultation, which considers their wishes, aspirations, risks and specialist needs. Assessments help staff to manage risk in relation to needs such as skin care and nutrition. Records show an individual's life history so staff know what matters most to the person. Care plans provide instruction so staff can meet people's needs and most people and / or their representative sign to agree to the plan of care. Identification of medication reviews to support people living with dementia is required to ensure robust management of distress responses. Advocacy services are available should a person require this support. A quality assurance report shows people using the service rate the quality of care as 'Excellent'.

The extent to which service providers have accurate and up-to-date care plans to provide people's care. Staff review care plans and risk assessments to manage any change in need. We saw a person using a mobility aid to promote their independence, which their care plan reflects. People's preferred language formulates part of this process, which is important to uphold people's rights and promote equality and diversity. A person explained there is no reading material available in their first language, but expressed it is not an issue. However, staff told us that magazines, newspapers and TV programmes are available and records support this.

The extent to which individuals are supported to access healthcare and other services to maintain their health, development and well-being. Staff make referrals to seek advice and guidance in relation to people's needs. Records show advice is sought from dieticians, fortified diets and prescribed nutritional supplements are given where needed to manage weight loss. An audit shows 3/19 people have lost weight, and gives a rationale for this. The menu shows people can have a cooked breakfast to order and healthy choices such as fish, vegetables and fruit. People are positive about meals, snacks and drinks. How people like to spend their time is recorded so staff know what people enjoy doing, which a person confirmed. There is an activity plan so people know what there is to do; staff told us the approach to activities is flexible. We saw some people positively engage with staff doing an activity encouraging movement. Complimentary therapies are available; the manager told us people enjoy sound therapy. A quality assurance report shows people rate performance as 'Excellent', meals as 'Very good' and activities as 'Good'.

Environment

The extent to which service providers ensure that individuals care and support is provided in a location and environment with facilities and, where relevant, equipment that promotes achievement of their personal outcomes. Views from the conservatory offer coastal views and provide a sense of nature for people to enjoy. The home is clean and tidy and we saw staff cleaning the home, staff told us about the extra cleaning being done as part of infection control measures. The home is warm with a welcoming ambience, most people feel warm, but a person explained it takes a little time for the home to heat up so they wear extra layers to keep warm. Staff confirm they have sufficient equipment to do their job to meet people's needs. We saw invoices for products to manage individual needs and some people using equipment such as walking aids and utensils to promote their independence. There is no bilingual pictorial signage or other aids to promote orientation and independence for people living with dementia. There is one shared bedroom and care plans show people's choice, privacy, health and well-being and dignity is reviewed regularly to ensure a shared room remains appropriate to meet individual need. Feedback from an internal survey shows people using the service rate the facilities and standards of the home as 'Excellent'.

The extent to which the service provider identifies and mitigates risks to health and safety. Staff confirm they complete training such as infection control, health and safety, fire safety and the Control of Substances Hazardous to Health (CoSHH), which the training record supports. Risks assessments are in place and staff work in pairs where identified, which staff confirmed. There is sensor lighting in the grounds / car park to promote safety for staff and visitors to the home when it is dark, which staff confirm. Staff wear personal protective clothing and monitoring checks are in place as part of infection control measures to help keep people safe. The main door is secure to prevent unauthorised visitors and guests to the home sign a book as part of good fire safety measures. People told us they feel safe and happy.

Leadership and Management

Governance arrangements are in place to support the operation of the service and provide quality care and support for an individual. Auditing and monitoring systems are in place. A record shows staffs' medication practice is checked. There is a robust recording system, to manage an individual's pain. An audit shows a minimum number of people require support with their nutritional and skin care needs, and staff complete records to show the care and support they provide to help manage such needs. We spoke with a member of staff about pressure area care; they are knowledgeable and could explain how they meet peoples' needs, demonstrating a person centred approach to care. Meetings provide people an opportunity to share their views and discuss any concerns they may have to shape the service they receive. A quality assurance report shows people rate staffs / managements conduct as 'Excellent' and 'Very good'.

The extent to which individuals are supported by a service that provides appropriate numbers of staff who have knowledge, competency, skills and qualifications to provide care and support to enable individuals to achieve their personal outcomes. A rota shows nursing staff, care staff and ancillary staff work at the home to undertake individual roles and responsibilities. Staff receive training to meet people's needs, which staff and a training record support. Training in dementia care is booked, which will further develop the staff team. Records show staff share their views and the manager acknowledges staffs' contribution, which staff confirm. Supervision records show management test staff competencies and observe practice, a section within this record so staff can express their thoughts would be beneficial. Staff told us they feel valued and supported, a member of staff commented supervision is "*Helpful*". Staff confirm they have ample equipment to do their work. Feedback about managers and teamwork is positive, comments include; "*Good team work*" and "*Everybody is nice*".

The extent to which the service provided is in accordance with the Statement of Purpose (SoP). The SoP provides people with the information they need to make an informed decision about whether the service is suitable for them, but development of this document to highlight important services offered such as end of life care and advocacy services would benefit people's decision-making. A multi-disciplinary team approach helps to ensure people receive the support and care they need. Policies are in place to guide staff and some require review.

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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