



Inspection Report on

Rosendale Park Care Home

**ROSENDALE PARK
TENBY
SA70 7SQ**

Date Inspection Completed

16/11/2020

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About Rosendale Park Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Pembrokeshire Resource Centre LTD
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	No

Summary

This is the first inspection of the service since re-registering under the Regulation and Inspection of Social Care (Wales) Act 2016. In light of the current Covid-19 pandemic, the inspection was undertaken via a short visit to the home and a virtual review of documentation

Rosendale provides a pleasant environment where people receive care and support tailored to their individual needs. They feel safe and can do things that matter to them. People have a say in the running of the home and how they spend their time. They are encouraged and supported to develop social and independence skills. However they have experienced an unsettled year with many changes of staff including the manager and the restrictions associated with the Covid 19 pandemic, which has meant that some things they have previously enjoyed have not been possible.

There is good investment in the home and senior managers provide regular oversight and support. However, staff had been expressing dissatisfaction with the running of the service for a number of months before we inspected, although things had improved in the previous month or so with the appointment of a new interim manager. There is a comprehensive quality assurance structure but even allowing for the impact of Covid-19 there were shortfalls in terms of staff support and development.

People live in a suitable environment with systems in place to ensure their health and safety. The home is clean and comfortable with sufficient indoor and outdoor space for people to relax in, and to spend time on their own if they choose. There are regular health and safety checks but these must be consistently carried out.

Well-being

People have a voice and are able to express their views and opinions. Records and our discussions with people who live in and work at the home showed that people are at the centre of care planning. The provider has developed two styles of personal plans; one for professionals and one more suitable in content and style for those living in the home. Staff are kind and respectful and people living in the home are at ease with them. As well as feeling comfortable to communicate with staff and the manager about their wishes and needs, the responsible individual chats to people and asks their views during her more formal three monthly visits. Where people are non-verbal, observations are recorded and the responsible individual also includes the views of at least a family member of one person living in the home.

There are arrangements in place to promote people's physical, emotional and mental well-being. Personal plans include detailed information and guidance to staff about people's health needs and they access health and medical services as appropriate. Staff work closely with partner agencies to manage complex health needs and advocate on people's behalf to ensure they get the right medical care. The manager and staff try to promote healthy eating and physical activity but menus do not reflect people being offered a varied and nutritious diet.

People have opportunities to do things that matter to them. Staff promote interests and activities, and support them if they want to do things or visit different places. Weekly planners show a variety of social and leisure activities. Contact with families and friends is encouraged and supported with risk assessments in place to minimise risks. Many of the usual activities or places people enjoy visiting have not been possible because of the pandemic but two members of staff have been tasked with researching and organising more variety of activities. In the summer, people were encouraged to spend time in the garden; new equipment was purchased and those who are able were encouraged to help with simple maintenance tasks so that they were active, purposeful and interested in their home and garden.

Care and Support

The service provider seeks information about people prior to their admission. Assessments are completed to ensure people's support needs are known and can be provided for. Relevant areas and key risk factors are considered, although records should include a more in depth analysis to evidence that an informed judgement has been made about the suitability of the placement.

Staff have the information they need to understand and meet people's well-being outcomes. Individual personal plans give staff detailed guidance on how best to meet their needs and are reviewed as required. Plans are underpinned by a range of supporting information, including from other professionals. Outcomes are set out clearly and overall there is a coherent structure to the way that care and support is provided.

Arrangements are in place to safeguard and protect people from abuse and neglect. Staff and management are clear about their safeguarding responsibilities, undertake training and there is a policy in place which is up to date with government guidance. Local authorities, families, social workers and CIW are notified of events as required and appropriate actions are taken to safeguard individuals and staff. Staff we spoke with told us they were confident in the process to follow should a safeguarding issue arise. There is a central system for recording incidents including safeguarding events and physical interventions, which are analysed as part of quality assurance processes.

The service has improved its systems for medication management. A significant number of medication errors have occurred in the past year leading the local authority safeguarding team to want to be notified of all such errors. The provider undertook an analysis of the incidents and causes and made a number of changes which have reduced errors in recent months. At inspection we saw that people's medication is stored and recorded appropriately. Rotas are organised to ensure that there are suitably trained staff on each shift to manage particularly complex medication regimes. There are policies and protocols in place for staff to follow and they have received suitable training.

The service has policies and procedures in place which promote hygienic practices and manage the risk of infection. Cleaning programmes are in place and staff use personal protective equipment in line with regulations and individual risk assessments. Visiting protocols are followed and staff are aware of risks and how to manage them.

Environment

The premises and environment positively support people's well-being. We undertook a brief tour of the premises which is comfortable and homely. Individuals living in the home are consulted at house meetings about whether there is anything they need or would like and these were provided where possible.

People are cared for in a home which has systems in place to maintain their safety. There is a keypad entry system and visitors are required to provide identification on arrival. Additional infection control measures are implemented as a result of the Coronavirus pandemic.

Regular company health and safety audits take place and the condition of the property and staff routine daily and monthly staff health and safety checks are included in the responsible individual's reports of her visits to the property. Some routine checks had not been carried out consistently and staff had been reminded on occasions to maintain the expected cleaning routines. Staff have training on health and safety, fire evacuation and food hygiene. Fire evacuation drills take place regularly, and we saw that an additional drill had been arranged when one person had not wanted to practice. Records should include the names of participants for the provider to be confident that everyone living or working at the home has the opportunity to regularly practise the evacuation procedure

Leadership and Management

People, their families and involved professionals can be clear about what the service sets out to achieve. The home's statement of purpose was seen to outline the ethos, aim and objectives of the service, and provided information regarding service delivery. At inspection, the operation of the home was generally seen to be as described. People's day to day care is provided as described in the service's statement of purpose, and therefore promotes their wellbeing.

Individuals are looked after by sufficient numbers of staff who are suitably fit to care for and support them, but management has not been consistent and effective and staff have not been properly supported. The provider has acknowledged this and taken steps to remedy the situation. There have been six changes of manager and a high staff turnover since December 2019. Staff have not always been supported in line with company policies, particularly in terms of probation and supervision, although team meetings have generally taken place regularly. We heard from staff and saw in records that staff morale had been low but things were improving with the deployment of a new but experienced senior manager who is acting as interim home manager until a newly appointed manager takes up their position in the next month or two. Staff said they now feel more confident and clear about the expectations on them. They told us that they enjoy their work, that managers listen to their views and that they can contribute to people's plans and ideas for the smooth running of the home.

Notwithstanding the challenges brought about by the Covid-19 pandemic, the provider has not ensured that staff receive training appropriate to their role. Importantly, the provider has ensured that staff have received certain core training such as safeguarding and behaviour management for new staff, and the majority of staff have completed mandatory e learning in line with company policy. However, the numbers of staff trained in key areas such as autism, mental capacity and deprivation of liberty requires improvement to ensure that staff understand people's plans and can safely care for and support them.

There are suitable governance and quality assurance arrangements in place, which demonstrate the provider is monitoring the service and is committed to making improvements. The responsible individual makes regular visits to the home and considers a range of information relating to the individuals living there, as well as a variety of performance data and company audits to inform the bi-annual quality of care review.

Areas for improvement and action at the previous inspection

None

Areas where immediate action is required

None

Areas where improvement is required

The provider must ensure that staff receive appropriate training, supervision and appraisal.

Regulation 36

Date Published 20/01/2021

No noncompliance records found in Open status.