



Inspection Report on
PEMBROKE LODGE NURSING HOME

**Pembroke Lodge
3 Pwllcrochan Avenue
Colwyn Bay
LL29 7DA**

Date Inspection Completed 14 and 19 November 2019

19/11/2019

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Description of the service

Pembroke Lodge Nursing Home is located in a residential area of Colwyn Bay. The service provides nursing care and support for up to 21 people with dementia or mental health needs.

The service is owned by Pembroke Nursing Homes Ltd. Stephen Ford acts both as the Responsible Individual (RI) overseeing the service and the manager and is registered with Social Care Wales (SCW).

Summary of our findings

1. Overall assessment

Overall, people living at Pembroke Lodge receive person centred care from staff who understand them and can meet their individual needs. People and their families feel included, involved and are able to contribute to personal plans and reviews. Personal plans are very detailed for staff to follow and ensure any changes in needs are identified and referred on to other healthcare professionals, where appropriate. The environment is homely, there is a calm atmosphere, people are free to walk around and there are places of interest to look at memorabilia. A dedicated staff team offer continuity of care, receive support and training in their roles and feel they are listened to. Systems and processes are in place to ensure people receive the service they need and want and any concerns and suggestions are acted upon to further improve the service.

2. Improvements

The home was registered under the Regulation and Inspection of Social Care Wales Act 2016 (RISCA) and this was their first inspection under the new legislation. Any improvements will be considered as part of the next inspection.

3. Requirements and recommendations

No recommendations were made during this inspection.

1. Well-being

Our findings

People have control over their day-to-day lives. A welcome pack has been produced containing lots of information about the service including the statement of purpose, service user guide and resident's charter, recent quality audit and a directory of services. People's plans and *'this is me'* information informs staff about their individual preferences, routines and interests. A relative told us a smoking shelter had recently been purpose built for their family member. Relatives told us they were asked if they wanted to be involved in people's personal plans and reviews. People can access the information they need, their individual circumstances are considered and they can contribute to decisions about their life or have someone who can do it for them.

People are supported with their physical, mental health, emotional and social wellbeing. When changes occur, health professionals are contacted for advice and support to ensure people receive appropriate care in a timely manner. Conversations with staff demonstrated their knowledge and understanding of dementia and how this impacted on people as well as their relatives. Staff are able to spend time with people engaging with them in meaningful conversations and encouraging activities. Two people joined in a conversation about game shows and a staff member commented, *"we all like tipping point"*. Staff are aware of people's hobbies and interests and their rooms reflected what was important to them for example favourite football teams and dancing. A relative told us *"staff are very good"* with their family member. People get the right care and support and do things that make them happy.

People are protected from abuse and neglect. There are up to date policies and procedures in place for staff to follow regarding safeguarding and whistleblowing. Staff receive training in safeguarding vulnerable adults; they are clear about their roles and responsibilities and build safe, positive relationships with people and their families. Personal plans included risk assessments to keep people safe from harm. People, relatives/ visitors and staff told us they felt able to raise any concerns with the responsible individual or acting manager and were confident that these would be resolved. People are protected from abuse by trained staff and systems, which are in place to keep them safe.

People live in suitable accommodation. They are able to walk freely around their home with things of interest for them to look at on the walls including pictures, adverts and memorabilia, which they can relate to. The responsible individual visits the home regularly; any work needed to the environment is identified, and actioned by the maintenance person to ensure people live in a home, which is safe and well maintained. People live in a home that supports them to achieve their well-being.

2. Care and Support

Our findings

People's personal plans are developed in consultation with them, their relatives and advocates, where required. Families had helped to complete 'This is me' documents, which included what people liked to be called, their life so far and any previous interests and jobs. One staff member said they got to know people's families and built a "dual trust" with the person and their family. Another staff member told us they had a meeting before a new person came to stay, to discuss in detail their care and support needs and any special requirements stating, "we are strangers" and we need to "get to know them". Multidisciplinary team notes evidenced that reviews had been held for people and recorded which relatives had attended on the person's behalf. A relative told us they felt involved and included in their family members care and support, were kept informed of any changes and gave examples of issues they had raised and how these had been resolved. People have accurate and up to date plans for how their care is to be provided to meet their individual needs.

People are supported with their emotional and mental wellbeing. Personal plans were detailed for staff to follow and information included how to respond and communicate in a positive and respectful way when people showed signs of distress. Staff received training in dementia and plans instructed staff what to do if they noticed any changes in cognition, for example provide reassurance and emotional support and seek medical support and advice. Observations and discussions with staff showed they treated people and their relatives with kindness, compassion and empathy. One staff member told us they treated people with dignity, set a positive mood and "listened with their eyes, ears and heart". One person's plan informed staff to "always show respect and promote x dignity as a unique human being". A relative told us the acting manager was "fantastic, got a way of understanding and listening" which made a real difference for their family member and they were able to get them to do more things. Plans included a section on cultural and spiritual matters for staff to be mindful of. People are provided with the care and support they need, taking into account their individuality and respecting their wishes.

People are supported with their physical health. Personal plans included information about skin care, mobility, prevention of falls, administration of medication, management of diabetes, oral health, management of pain and epilepsy. Plans instructed staff about noticing any changes and when to refer to other professionals for advice and support. On the day we visited, the acting manager was speaking to a person about their toothache and arranged for them to be seen by a dentist. Multidisciplinary team communication sheets recorded visits from GP's, evidenced six monthly reviews were taking place and other appointments made and attended. People are supported to access healthcare and other services.

3. Environment

Our findings

People live in a home, which is personalised and meets their needs. We looked at communal areas and saw people sitting together and chatting, one person told us their home “*was nice*”. People’s rooms were personalised, included pictures of themselves, other family members, and reflected any hobbies or interests. The acting manager spoke about some of the items in different rooms and explained why these were important to people. There were pictures and memorabilia on display for people to look at and they were able to walk freely around their home. A new summer house had been purchased for people to use and was located in the garden. There was seating and a table and it had been decorated with old pictures, adverts and other memorabilia. The responsible individual told us of their plans to turn this into a pub so people could leave their home, go out for a drink and have the opportunity to socialise in a different environment. People live in an environment, which meets their needs, promotes independence and helps them achieve their outcomes.

People live in a home, which is safe. We were required to sign the visitor’s book on entering and leaving. We saw three monthly visit reports carried out by the responsible individual, which identified any issues with the premises including the standard of equipment, issues relating to health and safety and risk assessments. The responsible individual told us that any general work required was passed on to and actioned by the maintenance man. Staff receive training to protect themselves and others from harm and certificates in staff files included infection prevention, emergency first aid at work and Health and safety at work. Personal files contained Personal Emergency Evacuation Plans (PEEP), which had been reviewed and updated. The service provider identifies risk to health and safety and takes action to reduce these.

4. Leadership and Management

Our findings

People are supported by sufficient numbers of staff to provide the level of care and support they need. The statement of purpose included a section on staffing arrangements regarding the numbers of staff on duty, their roles and responsibilities and how duties were to be delegated. We looked at the three monthly visit report completed by the responsible individual, which took into account how many staff were on duty at the time of their visit, any vacancies to be filled, use of agency staff and any new staff. The responsible individual told us they ensured there were always plenty of staff available to meet people's needs and also to spend time with them. On the day we visited staff were seen to be spending time engaging with people and there was a calm and relaxed atmosphere. People are supported by appropriate numbers of staff.

People are protected by robust recruitment checks. The statement of purpose contained a section on the recruitment of staff regarding all staff completing an application form detailing employment history, qualifications, an enhanced Disclosure and Barring Service (DBS) check and two references. We found that staff files contained the necessary information and DBS checks had been completed for the two staff we looked and we held discussions with the responsible individual about ensuring staff suitability. People receive support from staff who are suitably fit to provide care and support for them.

People benefit from being supported by staff who are developed in their roles. Staff told us they received plenty of training. This included dementia training delivered by the responsible individual which staff felt provided them with the skills to carry out their roles. The training record showed all staff had received training in dementia and staff files contained certificates for dementia training. When asked how well staff understood dementia their responses included *"very well all our residents come under the umbrella of dementia but everyone is different all have different traits"*, *"Well, always room for improvement"* and *"understand it well"*. One staff also commented about being *"compassionate, empathy, how you interact, respect and care for them"*. Three staff we spoke with had completed their level 2 or 3 qualification in health and social care, which included a section on dementia and one staff member, was working towards their level 5 qualification. Staff received one to one supervision, which provided an opportunity for them to discuss any issues or training needs with senior staff, and we saw records of this. We were informed by staff they were supported in their roles, felt listened to and worked well as a team. The statement of purpose stated, *"we aim for staff contentment and good personal well-being whilst maintaining high morale within the staff team"*. When staff were asked what was good about the service comments included: *"good team spirit, liaising with staff about new ideas, always an open door policy to management"* and *"management, they always listen"*. People can achieve their individual personal outcomes because staff are well trained and supported in their roles.

Systems and processes are in place to ensure good management and oversight of the service. The responsible individual told us they routinely worked alongside staff. This provided them with an opportunity to see what was happening in the service. The statement of purpose was up to date and we found it accurately described the service people

received; this was evidenced through observations, discussions and documentation. We looked at the quality audit review, annual development plan and three monthly report completed by the responsible individual which identified any issues and the actions to be taken to further improve the service. Relatives and staff told us they were asked about their views and any suggestions they had to make further improvements to the service. Arrangements are in place to ensure the service is well run and care and support is provided to individuals enabling them to achieve their personal outcomes.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

This was the first inspection of the service following re-registration under The Regulation and Inspection of Social Care (Wales) Act (RISCA) 2016.

5.2 Recommendations for improvement

No recommendations were made during this inspection.

6. How we undertook this inspection

This was a full inspection undertaken as part of our inspection programme. We made an unannounced visit to the home on 15 November 2019 between the hours of 10:45 a.m. and 4:30 p.m. and an announced visit on the 19 November 2019 between 1:00 p.m. and 1:30 p.m.

This inspection was part of the CIW review of outcomes for people living with dementia in care homes.

The following regulations were considered as part of this inspection:

- The Regulated Services (Services Providers and Responsible Individuals) (Wales) Regulations 2017.

The following methods were used:

- We spoke with the responsible individual, acting manager, two people using the service, four relatives/ visitors, and three care staff.
- We used the Short Observational Framework for Inspection (SOFI). The SOFI tool enables inspectors to observe and record care to help us understand the experience of people who cannot communicate with us.
- We looked at a range of records. We focused on three personal plans and associated documentation, staff files, training and supervisions records, quality audit review, annual development plan and the three monthly visit reports, whistleblowing and safeguarding policy.
- We examined the Statement of Purpose (SoP) and compared it with the service we inspected. This sets out the vision for the service and demonstrates how, particularly through the levels and training of staff, etc., the service will promote the best possible outcomes for the people they care for.
- We looked at communal areas of the home, a sample of bedrooms and the new summer house.

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	PEMBROKE NURSING HOMES LTD
Responsible Individual	Stephen Ford
Registered maximum number of places	21
Date of previous Care Inspectorate Wales inspection	This was the first inspection since the service attained registration under The Regulation and Inspection of Social Care Act (Wales) 2016.
Dates of Inspection visits	14/11/2019 & 19/11/2019
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	The service is currently working towards the Welsh Language active offer.
Additional Information:	

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