



# Inspection Report on

**Redcroft Care Home**

**Redcroft Residential Home**

**1-3**

**Alexandra Road**

**Colwyn Bay**

**LL29 7YB**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

**Date Inspection Completed**

**3 November 2020**

**Welsh Government © Crown copyright 2020.**

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk)*  
*You must reproduce our material accurately and not use it in a misleading context.*

## About Redcroft Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	ARG BUSINESS ASSOCIATES LIMITED
Registered places	14
Language of the service	Both
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	This is a service that is working towards providing an ' <i>Active Offer</i> ' of the Welsh language and intends to become a bilingual service.

### Summary

This was a focused inspection. People using the service are happy with the care they receive. Staff and management are kind, caring and attentive. During COVID-19, relatives have been kept well informed and receive regular phone/skype calls with their loved ones. Staff have access to documentation but improvement is needed to ensure it contains person centred information and specific information for staff to follow. Staff feel supported in their roles but improvement is needed to ensure supervisions and appraisals are completed consistently throughout the year. Staff have access to some training but this needs to be developed further. The service is operating with a manager who is in the process of registering with Social Care Wales. We did not evidence that this was having an immediate impact or resulting in poor outcomes for people using the service.

## Well-being

People are treated with dignity and respect. We saw and heard friendly and kind interactions with staff and the responsible individual (RI). We received positive feedback from people and their relatives about the care and support they received. Comments included, *“The staff here are very kind and hardworking”*, *“Staff member X is wonderful; she is so patient with me”*, *“Staff always come in with a smile”*, *“I cannot fault how the home as managed during COVID-19. I’ve been kept informed and I feel very reassured that mum is safe and well looked after”*, *“I am well informed about my mother and can approach the owner with any of my concerns”* and *“The home have recently took on a Welsh speaking staff member which is great for mum as she is Welsh speaking”*.

Overall, people get the right care and support to meet their individual needs. Staff are caring and attentive to people’s individual needs and preferences. Support is provided to ensure health referrals are made and records kept of all appointments to health professionals. Personal plans are reviewed regularly, however, they did at times lack person centred information and specific information in relation to people’s needs. Some activities have now re-started and are currently being reviewed by the manager to ensure people can do things that matter to them. Staff have access to policies and procedures, although some require reviewing. Systems are in place to ensure the service has suitable arrangements in place to assess, monitor and improve the quality and safety of the service.

Overall, the service have systems in place to safeguard people from abuse and neglectful practices. Staff understand the importance of safeguarding and nearly all reportable incidents have been reported to the relevant agencies. Improvement is needed to ensure all staff have completed safeguarding training. The RI has good oversight of any safeguarding events and has a visible presence within the home. The safeguarding and whistleblowing policy and procedures need to be reviewed and up-dated to ensure they are aligned to current legislation, national guidance and local adult safeguarding procedures.

## Care and Support

Overall, personal plans and risk assessments include people's individual risks, care and support needs. Before moving into the home information is gathered to ensure the home is suitable. Admission documentation was not available for some people. We established that these individuals moved into the home when it was under previous ownership. We saw personal plans reflect information gathered from people, their relatives and health professionals. Details about people's cultural and family background, important events, people and places from their lives need to be explored further with individuals and recorded. This will enable staff to have a better understanding of who the individual really is. Some personal plans and risk assessments did lack specific information to ensure that new staff fully understand people's care and support needs.

The service works in partnership with health and social care professionals. Staff make appropriate referrals and advice is sought to help people maintain their health and well-being. All documentation and correspondence is kept to provide a health record for the individuals. The manager told us they had good links with other professionals who they could contact for advice and support regarding individuals living at the home. We received a mixed response to the quality of the meals provided. We have since been informed that new choices are being explored with residents, some have gone down very well and others have not. This is something the service will need to continue to review with the residents. All the people we spoke with told us there are no restrictions on food or juices.

Before lockdown, the service offered a full activities program; however, since COVID-19 activities within the home have become less frequent. This is due to people self-isolating and outside entertainment being suspended for the time being. Since we visited the service we have received information that quizzes and arts and crafts have re-started. People have regular skype calls with their loved ones. Relatives told us they often see the RI sitting with their relative on the call and this is reassuring for them.

Overall, people are protected from abuse and neglectful practices. Nearly all reportable incidents have been reported to the relevant agencies. Safeguarding training is an area for improvement. Due to COVID-19, this training was cancelled back in June 2020. We expect the provider to take action to address this and we will follow this up at the next inspection. Staff we spoke with understood their individual responsibilities for raising concerns to ensure the safety and well-being of individuals. People told us they feel safe at the home and can speak with staff and/or management if anything was wrong. Relatives we spoke with confirmed they could approach the RI with any of their concerns. A safeguarding and whistleblowing policy and procedure is available; however, both need to be reviewed and updated.

The service promotes hygiene practices and manages the risk of infection well. We observed staff wearing personal protective equipment (PPE) at all times during our

inspection. Relatives told us that staff wore appropriate PPE during visits and that they were also provided with PPE where necessary. There are specific COVID-19 policies and procedures in place, including visitors risk assessment to minimise the spread of infection. Further work is needed to ensure the '*hygiene and infection control*' policy and procedure is reviewed and up-dated.

## Environment

We did not focus on the environment; this area will be inspected in future inspections. However, we did note that the home is clean and warm. On the day we visited, the staff area was being redesigned in order to enhance social distancing. People have personalised rooms to varying degrees with their own memorabilia, ornaments and pictures creating a homely atmosphere. People told us they are happy with their rooms.

## Leadership and Management

Overall, staff feel supported in their role and have access to some training. All staff that contributed to this inspection felt supported by the new manager and the RI. Improvement is needed to ensure all staff receive one-to-one supervision and an annual appraisal. This will ensure that staff can reflect on their practices, can receive feedback on their performance and identify areas for training and development. We observed the staff; manager and the RI interact with people in an unrushed and supportive manner. Staff told us they are busy especially during busier periods but it was manageable. No one contributing to this inspection had experienced a delay in receiving assistance. A relative told us *“There are a lot of new faces and I hope this settles to give mum some consistency”*. Staff training, including dementia training is an area that requires improvement. We do acknowledge that training was booked for June 2020 but was cancelled due to COVID-19. We expect the provider to take action to address this and we will follow this up at the next inspection.

A new manager has been appointed and is in the process of registering via the new route with Social Care Wales. This route is supporting services with managers who are in the process of completing the required qualification. This will start the registration cycle and managers will have to complete the necessary qualification within three years. We did not evidence that this was having an immediate impact or resulting in poor outcomes for people using the service. The new manager told us they felt fully supported by the RI.

There are systems in place to assess and monitor the quality of the service. The RI is visible at the home most days but formally visits the service every three months. A system is in place to provide evidence that visits are logged and documented. There was a period when the RI could not enter the home due to COVID-19. However, support and a review was provided over the phone. A quality of care review has been carried out in October 2020, which demonstrates the service has suitable arrangements in place to assess, monitor and improve the quality of the service.



**Areas for improvement and action at the previous inspection**

None		
------	--	--

**Areas where immediate action is required**

None	
------	--

**Areas where improvement is required**

The registered provider must ensure all staff receive appropriate supervision and appraisal.	36 (2) (c)
The registered provider must ensure staff receive up-to-date core training appropriate to the work to be performed by them.	36 (2) (d)
The service manager is not registered with Social Care Wales (SCW). At the time of completion of this report, the manager was in the process of registering with SCW.	68
The registered provider must put suitable arrangements in place to ensure policies and procedures are kept up to date.	79

We have not issued a priority action (non-compliance) notice on this occasion. This is because there is no immediate or significant risk to or poor outcomes for people using the service. We expect the registered provider to take action to rectify this and we will follow this up at the next inspection.

**Date Published 12 January 2021**

