



Inspection Report on

A1 Care Services trading as Ty Ceirios Nursing Home

**A1 Care Services Ltd
Ty Ceirios Nursing Home
Pontypool
NP4 6TJ**

Date Inspection Completed

15/03/2021

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About A1 Care Services trading as Ty Ceirios Nursing Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	A1 Care Services Ltd
Registered places	39
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	Working towards this

Summary

This was a focused, unannounced visit to the home to consider standards of care and support and people's wellbeing. Our visit identified people are content and well supported in the home. The service managed the initial pandemic very robustly but was badly affected by an outbreak in the autumn of 2020 which impacted both service users and staff significantly but the service has worked hard to recover from this. The environment would benefit from some investment and refurbishment. There is good oversight of the service and monitoring of people's presenting needs. Any arising issues affecting people are considered and referred for external support where necessary. The service works well with other statutory agencies.

Well-being

People enjoy control and choice in their day to day lives wherever possible. We saw plans express people's preferences and noted staff have a good understanding of the individual needs of the people they support. People are supported with choices about their daily living and personal care where practicable to do so. People have choice about mealtimes and are able to access drinks and snacks between meals if they wish. People are supported to have communication with their families wherever possible and visiting is actively supported in line with current guidance.

People have access to mental, emotional and physical stimulation at the service. During our inspection visit we observed people enjoying a range of activities throughout the home. People were engaged in conversations with other residents and staff. There was a convivial atmosphere in the lounge areas and people appeared content. We heard people listening to music and some people were enjoying solitary pursuits. We noted one person receiving one-to-one support and having their nails painted. While we observed this was not taking place in a socially-distanced way, we observed the person was clearly enjoying this, and expressed their pleasure to us afterwards. We recommend guidance on social distancing is followed wherever possible. We also saw people being supported to communicate with a relative through a video call and noted plans were in place to reintroduce visits in accordance with current guidelines.

People are overall protected from harm and abuse. We saw the environment promotes people's safety and any incidents are reported to relevant agencies when these occur. We noted in one safeguarding case there was an initial delay in a body map being completed for a person who had sustained an injury but have been given assurances relevant processes have been reviewed following this incident.

Care and Support

There is a good standard of care provided by the service. We spoke with relatives who were positive about the care their families received, describing care staff as “*very caring and kind*”. One relative commented that the improvements in their spouse were “*miraculous*” since moving to the service. We also spoke to people whose relatives were residents at the time of the pandemic and they expressed concerns about the quality of care at that time. We found the home as a whole was significantly impacted by an outbreak of Covid-19 in the autumn of 2020 and this had ultimately had an effect on the standard of support some people received, as there was a very high incidence of staff absence at this time, including the manager of the service. Some relatives were concerned about the impact this had upon their family members and told us in particular they felt communication generally had not been clear at this time. We spoke with one person whose relative had been discharged from the home with other people’s clothing and felt this denoted a lack of respect. However we also noted that external statutory agencies had worked closely with the service to support remaining staff and residents through this period and we are assured this helped to maintain oversight of the service as a whole.

There is appropriate monitoring of people’s personal plans. We saw nutrition is monitored and weights are overall stable but any dip in weight is considered and action taken to address changes. This includes commencement of fortified diets and external referrals where required. In the same way we note pressure and skin care is regularly assessed and monitored. Some people’s plans can be quite basic in content and would benefit from further detail, but are reviewed regularly. There is evidence of regular monitoring throughout the home. We note that if people are assessed to be at high risk of falls or they present with complex need upon admission, one-to-one support is provided for that person and to assess any risk.

We find staff feel well supported and saw records of regular supervision taking place. Training is delivered when possible and in the most appropriate way. Staff are positive about the support they received, and acknowledged the impact the Covid-19 outbreak has had upon the service.

Environment

The environment was not considered in detail at this focused inspection. We noted the home would benefit from some investment and refurbishment to modernise and improve some areas and immediate improvements could be achieved by removing some worn posters and information. However we saw the home is clean throughout and there is a cleaning rota displayed prominently in the isolation unit. The laundry area is very well organised. The home pays attention to effective infection control; we saw stations for the application and removal of personal protective equipment (PPE) and a dedicated bin in each room for disposal of used PPE.

Leadership and Management

There is thorough oversight of the service overall. The responsible individual (RI) for the service has been unavoidably absent for a prolonged period but continues to maintain contact from a distance and has nominated a replacement RI in their absence. The manager for the service maintains a good knowledge of all day-to-day issues in the home. It is recommended that contingency plans are implemented to ensure all the senior team maintain the same level of knowledge in the event of the manager or RI being unexpectedly absent. We saw that accidents, incidents and falls are logged and plans reviewed or actions taken as a result of incidents. Reportable incidents are notified to the appropriate agencies. Complaints and compliments are recorded by the service and there is attention to quality assurance. The recent pandemic has made it difficult to hold regular team meetings but information is readily shared with staff and regular feedback sought from service users, staff, relatives and external professionals.

Some documentation would benefit from revision and updating. We noticed that the statement of purpose (SOP), a key document that sets out the aims and actions of the service, required some updating to reflect current arrangements. We are advised this has now been amended. We also noticed the "Welcome pack" issued to residents and families at the point of admission to the home, is out of date and requires reviewing to ensure information is correct.

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

None	
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Areas where improvement is required

Regulation 26 - Safeguarding. We found one occasion where a person had sustained an injury but the body map and subsequent checks were not undertaken in a timely manner, resulting in a potential delay in the person receiving appropriate treatment. We have not issued a formal notice on this occasion as appropriate actions were later taken.	Regulation
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The area(s) identified above require improvement but we have not issued a priority action notice on this occasion. This is because there is no immediate or significant risk 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 11/05/2021