



# Inspection Report on

**White Rose Care Home**

**White Rose Care Centre  
White Rose Way  
New Tredegar  
NP24 6DF**

## **Date Inspection Completed**

27 May 2021

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## About White Rose Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	BANYAN CARE HOMES LIMITED
Registered places	32
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	No

### Summary

White Rose is a comfortable home where people are supported, some of whom live with dementia. A new provider, Banyan Care Homes, took over the service at the end of March 2021 but provision of care is not affected as there is a manager and long standing team of support workers who provide continuity.

A responsible individual (RI) has oversight of the service, providing development plans based on consultation with people, staff and regulators.

People and their families are very happy with the care provided and give credit to the friendly, caring staff. People enjoy a variety of activities offered, or choose to follow their own interests with good outcomes. The new provider has inherited documentation and systems from the previous provider that lack evidence of outcomes for people, or need actions. The RI gives assurances that these are being addressed, and where necessary, immediate action is being taken.

## Well-being

The service provider ensures people have information to help them make choices about their care and support. The home was sold to a new provider, Banyan Care Homes, on the 29 Mar 2021. A responsible individual (RI), Shahnawaz Seehotoorah, is appointed to oversee the running of the service. They have ensured that the document called the "Statement of Purpose" is in place and has updated information. They have also ensured people receive information about the change of provider through meetings and letters. Staff confirm that the process of changing providers was smooth. Residents confirm continuity of care. Families tell us that the manager and the staff continue to provide very good care and support. One family member told us they are *"so grateful that their loved one can stay at White Rose as they have needs that are difficult to meet"* and they *"wouldn't want them to move elsewhere"*. The change of provider has not affected the care and support people receive and there is evidence that the change has been done in a considered and careful way. The RI compliments the manager and the long standing staff team on their hard work during this time of transition, ensuring there is no impact on people in the home.

People living at White Rose care home are supported to do things that make them happy. Organised activities are provided by a co-ordinator. These activities are arranged in consultation with residents through residents' meetings, or discussions on the day. During meetings, people also contribute to things that affect their daily lives, such as seasonal changes to menus. Prior to the current pandemic trips would be organised. Residents record how they look forward to going on trips when possible. We see people choosing where to be and what to do. People follow their own personal interests, such as crocheting. Organised activities on the day of the visit included drawing, singing, discussion and sensory work. We observe people having hugs and back rubs to support their well-being. Family contact is very important to all residents. During the current Covid-19 pandemic, restrictions are in place regarding visitors to the home in line with government requirements. The home supports people to maintain contact with families. Families tell us that people are content and happy living at the home, they see them smiling on "facetime" or hear them laughing on the phone.

## Care and Support

People can be confident that the service provider has accurate and up-to-date plans of care that are reviewed in a timely manner, but outcomes achieved are not captured. Pre-admission assessments are detailed. Personal plans use the captured information to ensure support is provided on an individualised basis. The home ensures there are excellent outcomes for people but these are not recorded. We are told of an example where one person has support to telephone a particular radio programme to request a song from time to time. Another person is seen finding pleasure helping other less able residents. The RI explains that work is currently underway to change from a paper based system to an electronic system. As part of this, they give assurances that outcomes will be recorded as personal plans will be more person-centred. Current paper based plans are reviewed and updated but sometimes lack a signature or date stamp. The RI confirms that this issue will be eradicated with the introduction of the electronic system. The electronic system will be reviewed at next inspection.

The service provider ensures people have access to health care, and people are treated with dignity and respect when receiving general care. Though the provider has changed, the manager and the wider team remains the same. They ensure that people have access to external health care professionals and matters are followed up. Records evidence involvement of professionals such as District Nurses and Memory Team. Care given on the day of inspection was conducted in a dignified manner. We see people being treated with respect. All staff, including the cook and maintenance person have good, meaningful interaction with people. All staff we talked to expressed a love for their job. Their enthusiasm for the role they undertake supports good outcomes for people. Family members tell us, *“staff are always cheerful”*, *“staff are really good”*, *“can’t fault the staff”*.

People are supported with safe medication practices and policies. Though this area was not fully explored during the inspection, we observed medication being administered in a safe and dignified manner. Locked trolleys are used for transporting medication around the home. Medication Administration Record (MAR) charts are completed appropriately. People are given choice about medication that is prescribed to be taken as and when necessary and is not routinely given. A robust medication policy supports staff, giving them confidence in their role. Staff tell us they have appropriate training and confirm that the manager undertakes spot checks to ensure competency.

## Environment

White Rose care home mostly offers facilities and space to ensure the individual's care and support needs are met. People have their own room that is nicely presented. Communal areas are comfortable. Dining rooms are well presented. During the inspection visit, the home evidenced it was offering safe visits to families, following government guidelines. A garden offers people opportunity to enjoy outdoor space. There is evidence that this is used for events. The first floor offers accommodation to people who lack capacity, and whilst we see that people have choice in which room they would like to be, people could not access the outside space without support. One relative told us they would like to see their loved one be supported to access the garden more and another told us that they see staff struggling to push wheelchairs in some parts of the grounds. Another family member highlighted that there is limited space to visit people on the first floor. The provider, as part of their application to register with CIW, has identified how they intend to improve the environment to support better outcomes for people, with intention to address this after the summer. The home has suitable equipment to meet the needs of people, including those who require assistance with mobility.

The service provider is considerate of providing a safe environment for everyone at the home and is taking action to address issues that were present prior to them taking over the service on the 29<sup>th</sup> of March. Monitoring of the environment is recorded on audit forms. Certificates are maintained to evidence service of equipment. One certificate viewed identified that immediate action was required to ensure a gas boiler was safe. The RI has taken immediate action to address this, so an action notice is not issued on this occasion. The home has the highest level 5 award from the Food Standards Agency. Staff receive regular fire drills to ensure they are well practiced in the evacuation procedures, but records of these could be improved. The home follows guidelines to ensure the environment is clean and the risk of transmission of infection is reduced. Housekeepers and domestics are seen deep cleaning the home, especially areas that are frequently used. Staff wear appropriate protective equipment and use hand cleaning stations on a regular basis.

## Leadership and Management

The service provider has arrangements in place to ensure the smooth operation of the service, guaranteeing quality care through consultation, reviews and development. The responsible individual (RI) has a presence at the home while they ensure a good transition from one provider to the other. The new provider, through the RI, has a development plan that takes into account views of staff, people in the service and external authorities. They give assurances to regulators that development of the service will have positive outcomes for people as a focus. The manager and staff tell us how the RI involves himself in the home, ensuring he holds meetings, talks to residents and speaks to staff, including the manager, before making decisions. Staff confirm that some changes have been introduced, that these are all positive and benefit the residents as well as the staff. The RI fully intends to provide the required quarterly report evidencing their findings at the end of June and is aware of the requirement to generate a quality of care report six monthly. They have already consulted regulators about the submission and review of the first report.

Stakeholders can have confidence that the financial sustainability will be monitored to ensure the service provider can demonstrate the viability of the service. The RI has a background in accountancy. As part of their business planning and development they consider the financial implications and recognise the need to work within budget while providing quality care. The RI indicates he recognises the value of the quality staff and intends to prioritise provision of a fair hourly rate of pay for care workers in the home.

People can be confident that they are supported by an appropriate number of experienced and skilled staff. At the time of inspection the manager explained staffing levels but they do not evidence how this is calculated using appropriate dependency tools. Staffing levels need to be reflected in the statement of purpose in order to fully inform people and commissioners when they are considering White Rose as their home. Rotas evidence staffing levels to be consistent with those required and staff tell us they feel they mostly have enough staff. Many staff have worked at White Rose in excess of ten years, some having worked at the home since it opened thirty years ago. Staff are encouraged and supported to develop and are provided with appropriate training for their role.

**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**

None	
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