



Inspection Report on

Peniel House Care Home

**Peniel House Care Home
Peniel
Carmarthen
SA32 7HT**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

12/05/2021

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About Peniel House Care Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	PH Opco Ltd
Registered places	29
Language of the service	Both
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	'The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service'

Summary

People have control over their day-to day lives. They feel they are listened to and their views are considered; they contribute to decisions that affect their life. Care workers work from personal plans coproduced by people living in the home were possible, the staff and manager of the service.

People who live at Peniel House are cared for and supported by care workers who are committed to making a positive difference and who feel supported and valued by management.

New owners brought the home in December 2020, and the change has been positive. The home has undergone overdue repairs and redecoration throughout has begun. Work that has been completed has given a much homelier feel to the home and pleasant living environment for the people living there.

Well-being

People have choice and control over their day-to-day lives. We saw choice provided regarding where people wanted to spend their time, what they wanted to do and meal choices. The care files we saw each had a front page with an up to date photograph.

We saw that people have a voice and contribute their individual opinions and ideas; this was clear in the involvement of residents in the redecoration. People picked the colours and wallpaper that they liked for one of the lounges.

People are protected from the risk of harm and abuse, this is because care workers have a good knowledge of safeguarding and the importance of reporting any incidents or concerns, They have a clear understanding of their role in protecting people from the risk of harm and abuse.

People have regular contact with family and have both indoor and outdoor visits. The home follows infection control and Covid-19 guidance to ensure that the individual, their family and all staff are kept safe.

Peniel is currently undergoing repair work and redecoration, which has been long overdue.

Care and Support

The Admissions policy is clear and up to date. Before accepting any placements, an assessment is carried out to ensure that Peniel House is the best place for the individual, and that the home can meet all of the person's needs. When a placement is accepted there is consultation with family, the individuals, social workers and health professionals to gather as much information about the persons history, health needs, likes and dislikes, medical information and history, hobbies, family and who/what is important to them, communication needs etc. The individual, their family/representative are invited to help complete the personal plan. This is amended/updated as and when needed and is reviewed every 3 months.

Personal plans are developed in collaboration with individuals where possible, The manager, responsible individual (RI) and regional manager have completed an audit of personal plans and an action plan on improvements identified, we saw this to be clear, achievable and prioritised.

The personal plans that we saw are up to date and have the information required to support an individual. All files checked had the necessary and relevant information on the individual, this included risk assessments, communication, mobility and many more. However, there is no documented evidence of who was involved in the review of the plan; no clear filing each had different information in different places. There needs to be one format that is clear for recording and accessing personal plans and a clear index on files so information can be located easily. We expect the people who run the service to take action to address this and we will follow this up at the next inspection.

People feel valued, respected and that they are given choice and control, people stated *"The staff are really good, I can talk to them, I do not want to leave. I like it here, I like my room."* An individual who has no family stated, *"the staff are my family"*. People have said that they would like to attend church when lockdown is lifted, but are happy to watch songs of praise on the TV.

We saw care workers interacting with residents with respect and in their preferred language (Welsh). One of the people loves the Welsh dragon and is very proud of their Welsh heritage, so the home looked online with the individual to buy Welsh dragon curtains and bedspread for their room.

Care workers have a good understanding of safeguarding and their role in keeping people safe and protected from harm. They have clear knowledge of reporting any concerns or safeguarding immediately. All staff have completed safeguarding training and all the mandatory training required to be able to support the individuals they care for.

We saw medication management and audits are completed and improvements made to the front sheet of each individuals medication profile.

Environment

Peniel is undergoing some long overdue decoration and maintenance; one of the lounges has been decorated, the people living in the home picked the wallpaper and colours. Repairs to the floor outside the lift are complete, and further repairs to leaking windows and damp areas are due to be carried out. We saw a clear plan of action/priority for the redecoration and repairs to the home.

The home carries out regular Health and Safety audits and checks of the property and equipment used; these include environment, kitchen, external areas and more. Following a recent audit of the home by the provider, a new fire plan and policy have been completed. This is so that the information is accessible to everyone in the home.

The home is clean and homely. Cleaning routines in the home have changed, to take into account extra cleaning measures because of Covid 19. We saw that throughout the home PPE, sanitiser, and hand washing facilities are available. All care workers and visitors wear facemasks and PPE in the home.

We saw records of maintenance checks, including moving and handling equipment and fire safety tests; these are completed within the required timescales

Leadership and Management

The provider has arrangements in place that help to ensure a good oversight of the service as well as continuous development. The new provider has assigned a regional manager to Peniel; this is to support the manager with the updating and auditing of the home since the takeover. The manager confirmed that the RI is in regular contact with the home, and is supportive to both management and care workers. We saw records of RI visits and report.

As a new provider brought the home in December 2020, a quality of care review has not yet been completed; this is a six monthly report that is not due yet. However, we saw evidence of the RI's visits and completed report that will form part of the quality of care report.

The RI and manager have had to create new policies and procedures. The completed policies we saw are in line with guidance and legislation. However, some policies are not completed therefore not available; policies that are in place were not accessible to everyone in the home. The RI must ensure that relevant information is accessible in the home. We expect the people who run the service to take action to address this and we will follow this up at the next inspection.

The RI and provider have purchased a training package that covers mandatory and specific training required for the home, All training is completed and up to date. Care workers have a clear knowledge and understanding of their individual roles and responsibilities. We saw that supervisions are completed and are up to date.

Care workers with the correct and up to date skills and knowledge to meet individuals needs support people. The RI and manager ensure that there is the correct number and skill mix of care staff working on each shift. The home is short a permanent nurse and use agency to cover at times. The RI is recruiting for this post and will use regular agency to cover when needed.

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

The service provider does not ensure that individuals have the information they need to make or participate in assessments, plans and day to day decisions about the way care and support is provided to them and how they are supported to achieve their personal outcomes. Information provided is not available in the appropriate language, style, presentation and format,	Regulation 23(1) Regulation 23(2)
The service provider does not have the policies and procedures in place as required by the Regulations, where it is appropriate and relevant to the service.	Regulation 12(1)

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.

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