Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

Castle View Rest Home 2009 Limited

Llawhaden
Narberth
SA67 8HL

Type of Inspection – Focused
Dates of inspection – 5 March 2014
Date of publication – 6 July 2014

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Summary

About the service
Castle View is a residential care home situated on the outskirts of Llawhaden village, with parking available at the home; the home is adjacent to Llawhaden Castle, with pleasant views for residents. The registered provider is Castle View Rest Home 2009 Limited, whose responsible individual is Laura Barney and registered manager is Kerri-Ann Martin. The home is registered to provide personal care for eighteen older adults.

What type of inspection was carried out?
A short focused inspection following an Environmental Health food hygiene inspection in February that resulted in a hygiene improvement notice being served after the inspection rated the kitchen environment with a score of 2.

What does the service do well?
Provide a homely environment for the people who have made their home at Castle View.

What has improved since the last inspection?
The organisation and management of the kitchen.

What needs to be done to improve the service?
No other improvements were identified at this short focused inspection of less than one hour.
# Quality of life

We (CSSIW) will examine this section in detail at the next unannounced routine inspection.

Five people were seen to be enjoying breakfast when we visited at 08.45am.
Quality of staffing

We (CSSIW) will examine this section in detail at the next unannounced routine inspection.

This inspection focused on the kitchen organisation and environment, but we were pleased to see a cheerful staff working as carers and also being kind and attentive to residents. Sufficient numbers of carers and a second cook were on duty. The second cook had recently returned after illness. The cooks had organised their day of catering to include cooked meals and alternatives as needed. The new cook told us she had catering experience from elsewhere.
### Quality of leadership and management

We (CSSIW) will examine this section in detail at the next unannounced routine inspection. The manager had clearly provided for a graded return to work for her employee.
Quality of environment

We (CSSIW) will examine this section in detail at the next unannounced routine inspection.

We examined the cleanliness and storage of food in the fridge and elsewhere. Food was correctly stored in the fridge; covered and labelled as needed. We were informed that supplies were from various suppliers, including mainly from two local supermarkets. The kitchen now appeared to be very satisfactory and properly organised for the preparation and provision of meals for the residents.
How we inspect and report on services

We conduct two types of inspection; baseline and focussed. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

  At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focussed inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focussed inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focussed inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under ‘Quality Themes’. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet ‘Improving Care and Social Services in Wales’. You can download this from our website, Improving Care and Social Services in Wales or ask us to send you a copy by telephoning your local CSSIW regional office.