



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru
Care and Social Services Inspectorate Wales

Inspection Report on

Langton Hall Care Home

**Langton Hall
Scleddau
Fishguard
SA65 9RH**

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Description of the service

Langton Hall is registered to provide care and accommodation for up to twenty four people over the age of 65 years.

The home is a converted period house and the facilities are located over two floors with a passenger lift and staircase to provide access to all areas of the home.

The registered manager, who has day to day responsibility for the service, is Kellie Davies. The registered provider is Mavalon Care Ltd and there is a responsible individual who visits the home on a regular basis.

Summary of our findings

1. Overall assessment

People are well supported by staff who have a good understanding of their needs and what is important to them. Staff are well led, appropriately trained and motivated in their work.

2. Improvements

- The electronic system of care recording has been further developed to meet the specific needs required of the service.
- Supervision has been delegated to senior staff members which ensures that they remain up to date and enhances the skills of staff members.

3. Requirements and recommendations

Section five of this report sets out the actions service providers need to take to ensure the service meets the legal requirements and recommendations to improve the quality of the service provided to people in the care home. We have made one recommendation:

- Service user care files. To attach a clear recent photograph to the front of people's paper care files in order to assist with identification. These were however prominently displayed on all electronic care records.

1. Well-being

Summary

People live in a homely environment and feel they belong. People are able to make choices about how they are cared for and how they spend their time. Staff respect people's choices and help them to achieve these whenever possible.

Our findings

There is a comfortable familiarity and mutual respect between staff and people living at the home. We saw the registered manager and staff members engaging with people throughout the inspection. All interactions were sensitive and considered and demonstrated that staff were knowledgeable about the people they supported and cared for. People spoke positively about living at the home, with one person saying "*it's first class*" and another "*it's great, I have everything I want*". Three family members were spoken with and all were very complimentary of the care their relatives received. People therefore have good relationships with staff.

People make choices about aspects of their care and support. This is because we saw people moving freely within the home and to choose whether to spend time with other people or to be alone. People said that they choose when they want to get up and go to bed. Specific choices were noted in care records and we saw that one person did not like to get up early and another liked to stay up until 10.30 pm. We saw that people had choice over what they ate and at what time they took their meals. Particular likes and preferences were noted in care records and kitchen and care staff said that they had good knowledge of what individual people liked to eat. People said that they were always offered an alternative to the main meal if they preferred this. Relatives spoken with confirmed this to be the case and care records noted the varied choices made by people.

People choose the activities they wish to participate in. Transport is available to take people out at any time. On the day of inspection a number of people enjoyed afternoon tea at a café in the locality. Trips out of the home are arranged frequently in accordance with people's wishes and singers and musicians are invited into the home to provide entertainment. We saw evidence of activity equipment, for example, craft material, indoor ball games, quizzes and crosswords. People told us that they had enjoyed hand massages and manicures given by staff members. We are satisfied therefore that people can exercise choice over aspects of their care and support and can participate in activities that matter to them.

People are encouraged to be as healthy and active as they can be. This is because we saw evidence within case recordings that people had access to a wide range of medical professionals. These included the district nurse, general practitioner, optician, dentist and podiatrist. We saw care plans in place covering important areas such as personal hygiene, mobility, communication, diet and nutrition and skin integrity. These were well documented and regularly reviewed. Areas where people could remain independent were identified. Risk assessment documentation included risk management plans around areas such as manual handling and trips and falls. These were detailed and had been regularly reviewed.

People are therefore supported to look after themselves by staff who have good knowledge of their individual needs.

2. Care and Support

Summary

People living at Langton Hall feel they are supported by competent staff that have a good understanding of their individual needs and preferences and who treat them with dignity and respect. People's care needs are met by staff who are motivated and effectively led.

Our findings

People can be confident that their needs and preferences are known to staff. Care records, which utilise a computerised system, are detailed and personalised. Staff consistently said that they found the computerised system of recording to be very efficient as records could be completed immediately. Records were very thorough and informative, were personalised and contained the information required by staff to assist people. Staff told us that they had time to read care records and felt confident that they were provided with up to date information about any changes to people's care needs. This demonstrates that people can be confident that they receive appropriate care and support to meet their needs.

We found the home to be relaxed and saw care staff routinely sitting with people discussing a range of topics in an informed manner. Mealtimes form an important part of daily activities and provide an opportunity for people to socialise if they wish to. People are encouraged to dine in the main dining room but are welcome to eat in the lounges or in their own rooms if they prefer to. People consistently said that they enjoy the meals offered to them at Langton Hall and said that they were always offered an alternative to the main meal if they wanted one. Relatives said that the meals provided looked appetising and nutritious. They confirmed that drinks and snacks are available to people at all times and we saw juices which people could help themselves to in the dining room. We are satisfied therefore that people's dietary needs are met by staff who understand the importance of nutrition and have the time to meet people's dietary needs.

People feel that they matter because staff show due regard for their privacy and dignity. We saw staff interacting with people in a relaxed and friendly way, showing patience and understanding of people's needs and preferences. Conversations with staff members demonstrated that they had a good, up to date, knowledge of all people living in the home, which included the things that were important to them, their individual likes and preferences. This was corroborated when we read the individual's care records. We saw that staff knocked on people's doors before entering and addressed them in their preferred manner. People told us that their right to decide how they spent their day was respected and that they were able to choose when they got up in the morning and when they went to bed. Some people told us they liked to spend time in their own rooms whilst others preferred the company which sitting in the main lounge offered. We noted that attention was paid to people's appearance as their clothing appeared clean and they were well groomed. Therefore, from the information with which we were provided, together with our observations, we consider that people are cared for with sensitivity and due regard for their privacy and dignity.

3. Environment

Summary

People live in a clean and comfortable home which provides safety and promotes choice and independence.

Our findings

People are cared for in clean, homely and well maintained surroundings. This is because we saw that the home was maintained to a good standard of décor throughout. Communal areas were comfortable, clean and homely in appearance. People's own bedrooms had been personalised with their own belongings, for example, photographs, pictures, ornaments, soft furnishings and small items of furniture. There were adequate toilet and bathroom facilities. The dining rooms had sufficient seating for all people living in the home should they choose to eat their meals in the dining area. All people spoken with, together with family members, said that they were very happy with the quality of the accommodation. There were no malodours throughout the home. People therefore feel a sense of homely familiarity within the home.

People are cared for in safe and secure surroundings and their need for privacy is anticipated and respected. This is because we saw that all bedrooms had curtains to maintain privacy. The external door was operated via a coded lock. An invisible alarm was fitted to the bottom of the stairs in order to alert staff to people accessing the first floor. We saw that all visitors were required to ring a bell and to sign a visitors book which meant that staff knew who was on the premises.

We saw that service records were in place which evidenced that all equipment and appliances had been serviced in accordance with the manufacturers' recommendations. The gardens were well maintained and a paved, level patio area which led directly from the smaller lounge, was available to people. People were enjoying sitting outside in the sunshine during the inspection. We are satisfied, therefore, that people can feel confident that their safety is protected and promoted.

4. Leadership and Management

Summary

People are supported by well trained and well supported staff. Robust governance arrangements are in place to ensure that quality is monitored and that staff, services and equipment are safe and effective. The leadership and management arrangements which are in place ensure continuous improvement of the service.

Our findings

People receive care from a service that maintains robust systems to monitor the quality of the conduct of the home. This is because we saw quality audits were carried out and detailed records kept. There had only been one complaint recorded since the previous inspection and people had expressed their appreciation of staff as a number of letters and cards had been received. The information gained from questionnaires to, and discussions with, people, family members, staff and other interested parties was collated into a comprehensive quality of care report which was readily available. Information gained was used to inform the annual development plan for the home. The findings of the last quality review were positive and clearly identified any areas which would be further developed over the next twelve months. We saw that equipment had been serviced in accordance with the manufacturer's recommendations and that records were kept.

We saw that policies and procedures were well organised and easily accessible. We identified a number of policies and procedures for detailed inspection. These included safeguarding and whistle blowing policies and the complaints procedure. These documents were well written, reflected current good practice. A clear system of reviewing policies and procedures is in place. People can be confident therefore that the management of the home is committed to service improvements by ensuring the safety of services and equipment and by listening to people, their relatives and staff.

Staff are valued, safely recruited, supported and trained. This is because all the staff spoken with were very positive about their work. One staff member said *"I've worked here for years; I wouldn't work any where else"* and another said *"I really like working here. I enjoy coming to work"*. All staff spoken with said that they felt valued by the management team. Staff members said that they had developed good relationships with one another and described the staff team as *"supportive"*. One member of staff described how colleagues had helped each other when the electronic recording system had been introduced and still supported one another with this when needed.

We examined the records of four members of staff. All of these contained evidence that all the required recruitment checks had been carried out. Although the electronic records all contained a clear recent photograph some of the paper files did not. We recommended that paper files should contain a photograph in order to assist identification.

We saw that a clear process was in place for staff supervision and appraisal. Staff spoken with said that they understood the process and felt that they could actively contribute to their supervision sessions. Records showed that supervision took place at least two monthly and that the manager and senior staff carried out the supervisions. Records

evidenced a range of pertinent discussions and identified opportunities for future training and development needs of the individual. We were provided with a comprehensive training matrix. This confirmed that staff had completed a range of both mandatory and more specific training in relation to people's specific needs. Mandatory training included health and safety, medication management, manual handling, safeguarding and fire safety. More specific training tailored to the needs of individuals included nutrition and dementia awareness and care. We saw that annual appraisals had taken place. People are therefore supported by staff who are safely recruited and have the knowledge, skills and understanding to effectively promote their wellbeing.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Areas of non compliance identified at this inspection

None

5.3 Recommendations for improvement

The following good practice recommendation was made:

- To attach a clear recent photograph to the front of people's paper care files in order to assist with identification.

6. How we undertook this inspection

This was a full unannounced inspection undertaken as part of our inspection programme. We carried out the inspection on 15 August 2017.

The following methods were used:

- We spoke to people living at the home;
- We spoke to three visiting families;
- We spoke to the registered manager;
- We spoke to staff;
- We were shown around the home;
- We looked at three staff files, including recruitment and induction records;
- We looked at the records of three people living at the home, including care/support plans, risk assessment documents and medication administration charts and
- We looked at the Statement of Purpose and Service User Guide and
- We looked at a range of policies and procedures.

Further information about what we do can be found on our website www.cssiw.org.uk

About the service

Type of care provided	Adult Care Home - Older
Registered Person	Mavalon Care Ltd
Registered Manager(s)	Kellie Davies
Registered maximum number of places	24
Date of previous CSSIW inspection	13 April 2017
Dates of this Inspection visit	17 August 2017
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	Yes
Additional Information:	