



Inspection Report on

Ty Ceirios Nursing Home

**Ty Ceirios Nursing Home
Pentrepiod Road
Pontnewynydd
Pontypool
NP4 6TJ**

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Description of the service

Ty Ceirios Nursing Home is owned and operated by A1 Care Services Limited. There is a nominated responsible individual who acts on behalf of the company. The manager is registered with Social Care Wales.

The home is currently registered to provide nursing care and accommodation for 39 people over the age of 55 years, of which up to 39 people may have a diagnosis of dementia. There were three vacancies at the time of our inspection visit.

Accommodation at the home is located within three areas referred to as 'communities'. People who require dementia nursing care live in the Upper Cherries and Little Cherries communities, and people who require nursing care live in the main building.

Summary of our findings

1. Overall assessment

This was a focused inspection in response to two anonymous concerns raised with Care Inspectorate Wales (CIW) about staffing levels, and a water leak which had left one area of home without hot water for a period of time. We therefore specifically considered the areas of wellbeing, care and support and environment as part of this inspection process, directly in relation to the issues raised. We found that people living at the home received timely and appropriate care and people enjoyed a comfortable environment that was suitable to meet their needs and promote their well-being.

2. Improvements

There were no areas of non-compliance identified at the previous inspection. Due to the focused nature of this inspection, we did not consider areas of recommendation from the previous inspection during this visit. These will be considered at the next routine full inspection.

3. Requirements and recommendations

Section five of this report sets out recommendations to improve the service. These include auditing of staff files, ensuring care plans clearly reflect people's actual needs, and ensuring people's files have photographs in place as soon as they move to the service.

1. Well-being

Summary

People are treated with dignity and respect, and support is given in a prompt and proactive manner. People have opportunities to undertake a range of meaningful activities. There is careful consideration of risks and people's needs when circumstances change.

Our findings

People are content and settled. We saw people were appropriately dressed, relaxed and appeared happy. We observed care staff engaged with residents with patience and compassion and promoted an inclusive atmosphere in the communal areas by encouraging people to join in conversations and express their opinions.. We spoke with relatives who told us they found the quality of care "*excellent*" and felt the residents and relatives both benefited from the flexible culture of the home, particularly around visiting times for families. We concluded there is good consideration of people's wellbeing.

There is consideration given to ensure there are adequate numbers of staff on duty to ensure individual needs are met in a timely manner. We observed staff undertook frequent positive interactions with people. We noted an activities chart in the main lounge and a scheduled church service was being conducted at the time of our visit, which was attended by residents from each area of the home. We observed people who wished to pursue solitary pursuits were encouraged and supported by care staff; one person chose to do colouring while we saw another person sitting quietly in the front lounge, supported by a staff member. We felt there were sufficient staff to ensure positive outcomes and choice for residents.

There is consideration around maintaining people's safety. We looked at six people's files which were stored on an electronic care management system. Previous to the inspection the provider informed us via notification to CIW there had been a water leak in the home which meant one unit was without hot water. When we visited we were informed this had taken two weeks to repair as the boiler needed replacing. We saw risk assessments were completed for each person potentially affected by this unforeseen event. This resulted in people being safely supported to a different area of the home to enjoy a bath or shower and we were assured person had been unable to bathe when they chose. Risk assessments and care plans were person-centred and demonstrated a good understanding of people's individual needs and wishes. We concluded people's wellbeing is given priority within the home.

2. Care and Support

Summary

There is ongoing consideration of people's care needs which includes monitoring of staff levels. Care staff are diligent, well supported and feel confident to raise issues when improvements are needed. Staff files are comprehensive but would benefit from being fully audited. Electronic care plans all need to be clear and pertinent to people's actual assessed needs.

Our findings

Consideration is given to maintaining appropriate staffing levels to ensure the needs of residents are met. We observed staff and residents throughout the home and found people requiring support received attention promptly, including people who needed two staff members to assist with mobilising. We discussed the staffing requirements with the manager and were told there had been a trialled reduction in staffing numbers on one of the units, which was due to several empty beds at that time. However, after a trial period, and based on feedback from care staff in the minutes of team meetings, it was recognised this had not been an effective change and the original staffing levels were reinstated. The manager told us this would not be repeated. We spoke to staff on the unit about the recent changes and staff told us the trial period had been "*difficult, but manageable*" and agreed the temporary change had not impacted on the support given to residents. Relatives also recognised that staffing levels had decreased but felt things had "*much improved*" and were positive about the "*high quality*" of care and support their family members received. We concluded staffing levels are monitored and action taken to make improvements when required.

Staff files are complete; however, information is not immediately accessible. We looked at three staff files. . We saw recruitment processes were followed and staff received regular support and training to carry out their roles. However, we noted the information was not always easy to find and the files lacked structure. We recommended to the manager that staff files would benefit from being audited. We were assured this process had already been considered was aware of this and this would be prioritised. We felt the quality of staffing is considered appropriately.

People's files are regularly updated and maintained by staff to reflect people's changing needs, but some attention is needed to ensure they consistently give clear and relevant information. We looked at one person's electronic record which gave staff guidance to follow in the event the person had diabetes. However, we saw no information in the records to suggest the resident was diabetic. We queried this with the manager who explained this was due to some anomalies in the recently implemented electronic care management system. We recommended this needed to be addressed to ensure clarity and we were told this issue had already been noted on other records and would be immediately rectified. We saw one resident did not have a photograph attached to their file. We were informed by the manager this person had only recently moved to the home and this would also be immediately addressed. We therefore concluded overall people can be assured of a good standard of care and support but some further improvements are required.

3. Environment

Summary

The home is a comfortable and safe environment. In the event of unforeseen events, people can be assured these will be dealt with decisively and appropriate measures will be taken to ensure people's care needs are met in accordance with their care plans.

Our findings

People live in a home which is warm, pleasant, homely and well maintained. We walked around the home and found it to be in a good state of repair, with communal areas and rooms decorated to a good standard. People's rooms were personalised to suit individual tastes and created a feeling of homeliness. The temperature was comfortable throughout. We noted that cupboards containing potentially hazardous items were locked and manual handling equipment had been maintained and serviced. We noticed the hinge on a stair gate had slightly dropped and when we mentioned this it was immediately addressed. We concluded the home environment was both comfortable and safe for residents.

Environmental issues do not impact upon people's safety or care. We were shown the area in the *Cherries* community where the water leak had occurred. This had happened in a room used for clinical purposes which was still awaiting repair to the ceiling and was therefore secured. There was no direct impact on any residents when the leak occurred but as a precautionary measure the person living in the room next door had been temporarily moved but had returned as soon as possible, with the agreement of the person's family. We were informed the leak had necessitated the replacement of the boiler for that unit, leaving the unit without hot water, but this did not affect the heating which was run by a different system. We were informed large flasks and thermometers had been purchased to ensure there was some hot water available at all times for residents. As a contingency measure the home had also purchased 'dry shampoo caps' for people's hair. Staff told us they had been mindful of the frequent need to leave the unit to access hot water to wash their hands but felt "*everyone had really pulled together*" to ensure there was adequate cover on the units at all times. A senior member of staff told me they felt the care staff had been "*marvellous*". We felt assured there were no adverse effects upon any person during the recent works at the home and these had been dealt with in as timely a manner as reasonably practicable.

4. Leadership and Management

Summary

This area was not considered in detail at this focused inspection and will be addressed at the next routine inspection.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

There were no areas of non-compliance identified at the previous inspection.

5.2 Recommendations for improvement

No areas of non-compliance were identified at this inspection.

We recommend the following:

- The registered persons should ensure staff files are audited to ensure all information is easily accessible.
- The registered persons should ensure care plans specifically reflect people's actual needs.
- The registered persons should ensure people's photographs are included on their files in a timely manner following admission to the home.

6. How we undertook this inspection

This was a focused inspection in response to two anonymous concerns. We therefore, only considered the themes of well-being, care and support and environment. Our visit to the home was unannounced and carried out by one inspector on 7 January 2019 between 14:20 and 16:40 hours.

The following sources of information were used to inform this report:

- Information held by us about the service, including notifications and concerns;
- Observation of daily care practices at the home;
- Visual inspection of all areas of the home;
- Discussions with the manager and three members of staff;
- Discussion with two residents and two relatives of people living at the home;
- Examination of a range of documentation at the home including three staff files, three residents' paper files and six people's electronic files.

We received an (anonymous) concern in relation to staffing levels and concerns about people's care being affected by a lack of hot water.

When we inspected the service we found these issues had been addressed and there were no negative outcomes for people living at the home.

Further information about what we do can be found on our website:

www.careinspectorate.wales

About the service

Type of care provided	Adult Care Home - Older
Registered Person	A1 Care Services Ltd
Manager	The manager is registered with Social Care Wales
Registered maximum number of places	39
Date of previous Care Inspectorate Wales inspection	15 May 2018
Dates of this Inspection visit(s)	07 January 2019
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	<p>Not currently</p> <p>This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people who use, or intend to use their service. We recommend that the service provider considers Welsh Government's '<i>More Than Just Words</i>' follow on strategic guidance for Welsh language in social care.</p>
Additional Information:	