



Inspection Report on
Elan Specialist Residential Care Service
Merthyr Tydfil

Date Inspection Completed

09/08/2022

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About Elan Specialist Residential Care Service

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|--|--|
| Type of care provided | Care Home Service Adults Without Nursing |
| Registered Provider | Elan Assisted Living Services Limited |
| Registered places | 5 |
| Language of the service | English |
| Previous Care Inspectorate Wales inspection | 25/05/22 |
| Does this service provide the Welsh Language active offer? | Working Towards. The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture. |

Summary

Elan Specialist Residential Care Services provides care and support to people with learning disabilities and / or have needs associated with a mental health condition.

This was a focused inspection to look at areas where priority action notices were issued at the last inspection. These areas included elements of the environment and leadership and management. We did not consider care and support at this inspection. Since our last inspection we found improvements have been made. These include refurbishment and updating in some areas of the environment such as vacant bedrooms and external areas. There is a plan in place for further environmental development within the home. Policies and procedures have been reviewed and updated to include information relating to current national legislation.

Well-being

People are treated with dignity and respect by an established team of care workers. Staff turnover at the service is low. This means people have good continuity of care. Care workers know the people they support well and have a good understanding of their needs, wants and routines. On the day of our inspection, we witnessed care workers supporting people with their morning routines. We saw positive interactions. It was clear care workers have a genuine rapport with the people they support.

People are protected from harm and abuse. There is a set of policies and procedures in place that promote safe practice. Care workers have access to relevant training and know the procedure for raising concerns. There is a plentiful supply of personal protective equipment (PPE), and care workers follow up to date infection control guidance to reduce the risk of cross contamination. Medication is securely stored and administered as prescribed.

Ongoing environmental developments help support people's well-being. The refurbishment of vacant rooms is underway and external repairs have been completed. An electrical safety inspection has been undertaken and issues with the electrical system have been addressed. On the day of our inspection the service appeared clean and tidy throughout.

Care and Support

This was a focused inspection. We did not consider care and support at this inspection. We will look at this area at our next full inspection.

Environment

As this was a focused inspection, we have not considered this theme in full. We completed a visual inspection of the internal and external areas of the service. We found improvements have been made since the last inspection where we issued a priority action notice as certain areas of the environment posed a risk to people's health and safety. The service is currently occupied by three people, meaning there are two vacant rooms. At the last inspection these unoccupied rooms were unlocked and being used to store items which could pose a risk to people's health and safety. At this inspection we found the two unoccupied rooms are undergoing refurbishment so that the service can be utilised to its full capacity. We saw evidence that an electrical safety inspection had recently been completed and works carried out to ensure the home complies with current safety regulations. On conducting an inspection of the external grounds, we noted the fence to the rear of the building has been repaired to a satisfactory standard.

Leadership and Management

As this was a focused inspection, we have not considered this theme in full. We found improvements have been made to governance arrangements. At the last inspection we issued a priority action notice. This was because a selection of policies and procedures we examined had not been reviewed in a number of years, and the safeguarding policy made reference to old legislation that has been replaced. We looked at policies and procedures including Safeguarding, Medication, Complaints, Whistleblowing and Behaviour Management. All of the policies had been reviewed recently and updated where shortfalls were identified at the last inspection. For example, the medication policy has been updated to include comprehensive guidance relating to the administration of 'as required' (PRN) medication, and the Safeguarding policy has been aligned with the Wales Safeguarding Procedures.

Due to unforeseen circumstances the service has been operating without a responsible individual (RI) in post for a number of months. Due to this the six-monthly quality-of-care review has not been completed. This review enables the service to reflect on its performance, highlight its strengths and identify any areas for improvement. We are aware the service has identified a suitable candidate for the post who is currently going through the process of registering with Care Inspectorate Wales (CIW). We expect usual RI duties to resume when they are officially in post.

Summary of Non-Compliance

| Status | What each means |
|---------------------|---|
| New | This non-compliance was identified at this inspection. |
| Reviewed | Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection. |
| Not Achieved | Compliance was tested at this inspection and was not achieved. |
| Achieved | Compliance was tested at this inspection and was achieved. |

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

| Regulation | Summary | Status |
|------------|--|--------|
| N/A | No non-compliance of this type was identified at this inspection | N/A |

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

| Regulation | Summary | Status |
|------------|---------|--------|
|------------|---------|--------|

| | | |
|----|--|----------|
| 35 | The provider is not compliant with regulation 35(2)(d). This is because not all of the required recruitment information was available to view at inspection. | Reviewed |
| 36 | The provider is not compliant with regulation 36(2)(d). This is because not all care workers are up to date with core training requirements. | Reviewed |

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