



Inspection Report on

St Albans Nursing Home

**St. Albans Care Home
Swinton Street
Cardiff
CF24 2NT**

Date Inspection Completed

07/11/2023

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About St Albans Nursing Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Crusader Medical Care Ltd
Registered places	40
Language of the service	English
Previous Care Inspectorate Wales inspection	04 July 2022
Does this service promote Welsh language and culture?	This service is working towards an 'Active Offer' of the Welsh language and demonstrates an effort to promoting the use of the Welsh language and culture.

Summary

People receive continuity of care from dedicated and compassionate staff across the teams working at the home. The service delivers person centred care which is highly effective because staff know and understand the needs of people living in the home. Care staff follow accurate and up to date personal plans which detail people's preferences and care needs. Enriching and improving the lives of people living in the home is at the heart of the service.

Recruitment and training of staff is managed safely to meet the needs of people living in the home. Care staff access good policies and procedures, and regular staff meetings keep them up to date with changes. There is a culture of openness and honesty throughout the team. Care staff feel valued and supported, this positively impacts on the people living in the home. There is highly effective oversight of the quality of the service people receive with a manager and responsible individual (RI) available to staff, people, and visitors. There are systems in place to protect people from harm, such as sufficient staff, well maintained equipment, and robust auditing. Record keeping and the quality of personal plans has significantly improved since the last inspection.

Well-being

The service provider encourages people to actively make daily choices about the care and support they receive. People's individuality is recognised and valued, and this positively impacts on their day to day lives. People told us *"I have friends here"* and *"Staff are good."* People's preferences are catered for, and personal outcomes are consistently met. People are listened to, and their opinions and ideas are heard at regular meetings with management and care staff.

People are supported to take part in a range of meaningful activities. Well-being is a focus of the service and people are experiencing increased opportunities to enhance their lives. A busy and enthusiastic activities team involve people in a range of past times. People are empowered to be involved in plans for the home, such as two new garden areas, growing their own fruit and vegetables and being fully aware of the refurbishment plans for the home.

People are encouraged to maintain friendships and relationships that are important to them and to have connections to the local community. People access the local shops, cafes, and amenities. With support, people enjoy being able to shop and socialise as part of their weekly routine. People's lives are enriched by the service providing exciting and fun opportunities for people to go on holiday and take day trips. Representatives told us *"People are not sitting around all day; my family member loves it here"*.

The service provides a safe environment and is making updates and improvements to give people a pleasant, homely, and safe environment. Representatives told us *"I am happy because I know my family member is safe and well looked after."* They receive the support they need to maintain their health and well-being and people's choices are well-documented. Emotional well-being is important and care staff are quick to respond to people who need comfort and kind words.

People are protected from abuse and neglect. Care staff complete safeguarding training and there are policies and procedures in place to fully inform staff of their role and responsibilities. New staff are mentored and guided by experienced care staff. The service takes prompt and appropriate action when there are isolated incidents or safeguarding matters. Representatives are confident to speak openly with the manager and care staff if they are unhappy or worried and they trust the provider to make things right.

Care and Support

Care staff work well with people to include them in decisions about their day-to-day care and support. Detailed personal plans tell care staff about how people want to be cared for. Care staff review the personal plan on a regular basis, but it is not always clear when people and representatives are involved. But representatives told us *“I visit regularly, and I am kept up to date”* and *“I am very happy with the care.”*

Care staff keep accurate daily records of the care and support offered to people. Records tell us people receive the right care at the right time. The manager checks the care records, and the service is quick to respond to changes in a person’s health or well-being. Records relating to people’s weight and nutritional information are complete. People are clean and well-kept and have daily support to follow their personal care routines. Overall, there is an effective system in place to monitor people’s health and well-being.

There are robust procedures in place for receiving, storing, and administering medications. Staff responsible for safe handling and administering medications are suitably trained and their skills and competencies are checked. The medication policy is up to date and fully informs staff of the correct procedures when handling people’s medications. Records tell us people’s medication is reviewed and managed by a suitably qualified professional.

On the day of the inspection staffing levels were sufficient to provide safe care and support across the communities in the home. People receive timely care and support, and care staff respond to people’s needs quickly. We saw sensitive and caring interactions between people and care staff. People told us *“The staff are marvellous, and I am very happy.”*

People access healthcare professionals to meet their other needs, such as GP services, optician, podiatry and dental. We saw timely referrals to other health care services. The home has access to their own therapists which means people get to see much needed specialists quickly. This improves people’s recovery times and provides care staff with on-hand professional guidance.

People who require a modified diet or have additional support needs at mealtimes are catered for. Representatives told us *“The food has really improved.”* We saw professional and sensitive care given at mealtimes for people who require additional support.

Care staff are being encouraged to use easy Welsh phrases and greetings with people with whom Welsh is familiar to them.

Environment

Representatives describe the atmosphere of the home as “*Friendly and welcoming*” and regular visitors told us they “*Feel like family when they visit.*” The home is well maintained and is safe for people to move around freely. The provider recognises the challenges of maintaining the home to a good standard. Significant investment is being made to refurbish the home and we saw new décor and furnishings in the communal areas. Records relating to health and safety and the maintenance of the building are in good order. There is regular and thorough oversight of the environment. We found sufficient equipment for moving and handling. Equipment is serviced and well-maintained.

We found cleaning regimes and standards of hygiene throughout the home to be good. The service employs a team of domestic staff to maintain the standards in the home. All staff have access to personal protective equipment (PPE). The home is awarded a five rating from the Food Standards Agency, which is very good.

There are areas in the home that are locked or restricted for people and some visitors. This is to keep people and visitors safe from harm. There are several communal areas for people to spend their time or to meet with their guests. There are safe procedures in the home for accepting visitors.

Recent investment and refurbishment of the outdoor spaces provides people with a choice of where to spend their time. During the inspection, records told us people participated in planning the new sensory garden. A second garden contains raised beds for planting flowers and vegetables. We saw photographs showing people being fully involved in growing their own food and being physically active in the garden. There are safe smoking areas for people which do not impact on others.

Bedrooms are of a suitable size and personalised with things that are important and meaningful to people. Refurbishment of the bedrooms is on-going. People told us they are happy with their rooms. Communal bathrooms are equipped to meet people’s needs. The provider is refurbishing several bathrooms to a high standard to allow people the option of having a bath or a shower.

Records relating to fire safety are in order, equipment is serviced and well maintained. People have individual evacuation plans and staff receive training to use specific equipment.

Leadership and Management

There are outstanding governance arrangements in place. A recent change in how the home keeps daily records and details personal plans is a significant improvement since the last inspection. The provider continues to invest in ways to improve the home for people living there. The new way of working provides management continuous oversight of incidents, accidents, auditing, and safeguarding matters. The RI provides sound support to the manager.

The RI visits the home on a regular basis and speaks with people, staff, and visitors to gain their view of the service. The RI looks at care documentation, the environment and considers the experiences of people living at the service. Patterns and trends are identified, and actions are taken where needed. Records of the visit are of a high standard. The RI completes a quality care review to inform the provider of how well the service is doing. We found the most current review valuable but didn't include enough information in some parts.

Recent changes in management are positively impacting on the outcomes for people living at the service. Innovative and creative ideas at the service allow people to experience new things and have opportunities to live a more enriched and fulfilling life. Exceptional management guide and support all the staff to work together to make great things happen. All the staff at the service benefit from inspirational, highly dedicated, and forward-thinking leadership. Representatives told us "*The manager is very supportive*" and staff told us "*I have fantastic support, morale has improved, I feel valued*". The service seeks the views of staff on an annual basis. The most recent survey tells the provider of a significant increase in staff satisfaction.

The service provider follows a thorough and safe recruitment procedure. New care staff receive effective induction and mentoring. All staff receive regular supervisions and there is an emphasis on learning, development, and well-being. Care staff who are eligible, are registered with Social Care Wales, the workforce regulator. Training for staff is varied and mostly meets the needs of the people living in the home, most staff are up to date with training. We found the manager to have clear oversight of the training arrangements.

Representatives and staff told us they have complete confidence in management to address concerns or worries should they arise.

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
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N/A	No non-compliance of this type was identified at this inspection	N/A
59	Records of care provided including daily records of specific care interventions were not always available.	Achieved
16	Some people's care documentation was not reflective of their current needs .	Achieved

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