



Inspection Report on

Foel Farm Care Home

Newcastle Emlyn

Date Inspection Completed

31/08/2022

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About Foel Farm Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Foel Farm Care Home
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	28/01/2022
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

This focused inspection is to review the open Priority Action Notices (PAN) around the service provider ensuring any risks to the health and safety of individuals are identified and reduced so far as reasonably practicable.

The PAN around fire safety and hazards in the environment has been closed because these areas have been addressed. A letter from the Mid and West Wales Fire Service and a tour of the service confirms this.

The supervision and training of staff and the oversight of the service by the provider were identified as areas of improvement in the last inspection and have been addressed. Discussions with the manager / RI (Responsible Individual), staff and information received confirms this.

Well-being

People receive care and support to meet their individual needs. Care workers have a good understanding of the people living in the service and interactions are caring. Care workers are supported and trained to fulfil their roles.

People are safe as improvements have been made to the environment to maintain their health and safety. The manager/RI has improved their oversight of the service. People and/or their representatives are involved in decisions and express their views about the service and the care they receive. People can express their views about the service because the RI involves them and/or their representatives in their improved quality assurance audits.

Care and Support

Care and support were not the focus of this inspection; however, we can make the following observations from our inspection.

Care staff have a good understanding of the needs of the people living in the service. They are able to give good details about people's history and their specific care needs. Interactions between staff and people are kind and caring; one person told us *"the staff are great and are really friendly"*. Care staff speak positively about their roles and working in the service, *"it's good working here", we are a hardworking team, we support each other" and "we are here for the residents, to make sure they are safe and well cared for"*.

One person told us *"this is like the icing on the cake – I never thought I would have my own place – it's lovely and so are all the staff"*

Environment

People live in an environment which reduces any risks to their health and safety. A range of work has been undertaken to address the fire and environmental risks identified in the last inspection.

Compliance with Fire Regulations has been achieved and this has been confirmed by a letter from the Mid and West Wales Fire Service. Additional storage is now in place and have been re-organised and tidied. Storage rooms and airing cupboard have fire doors fitted. All COSHH materials are stored either by a keypad or key lockable door /cupboard. New fire signage has been installed and alternative signage have also been purchased to better meet the needs of some of the people living in the service. New flooring has been laid in the dining area and conservatory and non-slip covering has been laid to internal ramps.

People feel safe living in Foel Farm. One person told us “yes, I feel safe here,”. This is echoed by a relative who told us “it is very reassuring as parents knowing that X is safe”.

Leadership and Management

There are improved governance arrangements in place. The manager/ RI is in regular contact with the service and has undertaken Regulation 73 visits since the last inspection. CIW have received copies of their reports, which demonstrates they speak to people, and staff as part of the visits to the service. Staff, people and a relative confirmed this with us. One care worker told us *“I feel very well supported by the [manager / RI]”* a person told us *“[manager/ RI] is lovely, all the staff are too”* and a relative told us *“the staff and managers are excellent -it is so reassuring knowing that X is going to be settled in such a lovely place”*. The manager/RI has recruited a number of new care workers since the last inspection which has allowed them to have better oversight of the service and to fulfil their regulatory responsibilities. A care worker told us *“the manager is spending far less time on the floor since the new staff have been employed”*.

Staff are knowledgeable and skilled to care for people living in the service. Staff attend a range of mandatory and specific training. The numbers of staff completing training has improved since the last inspection. The manager is currently finding a trainer to provide Positive Behaviour Management Training (PBM). Care staff told us about specific support needs of the people living in the service including what to be aware of and how to support individuals when they may be feeling unwell or distressed.

Staff records and a discussion with a care worker show they receive an induction. The care worker told us, *“I’ve had a very thorough induction, given an Induction Framework workbook to work through. Had lots of online training, really well supported by other staff and managers. I did several shadow shifts to get to know the individuals, how to support them, trigger points, how to de-escalate situations. We are encouraged to read care plans and re- read them, so we know the individuals we are supporting”*. Staff are now receiving regular supervision. This has been confirmed by speaking with care workers and information received from the manager / RI. One care worker told us *“there have been great improvements since the last inspection I am now having regular supervision”*

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
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Date Published 15/09/2022