



Inspection Report on

Mill House

Treharris

16 June 2022

16/06/2022

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About Mill House

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Ucan Care Limited
Registered places	3
Language of the service	English
Previous Care Inspectorate Wales inspection	26/05/21
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

Mill House is registered with Care Inspectorate Wales (CIW) to provide care and support to adults with mental health needs. People living at the service receive good quality care and support delivered by an established team of committed and well-trained care workers. People's care and support needs are set out in their personal plans which contain comprehensive information. Care workers support people to do the things that are important to them and encourage independence and social interaction. Staff training, thorough risk assessing, and a safe recruitment process protects people from harm and abuse. The Responsible Individual (RI) has clear oversight of the service and is up to date with all of their specific duties. Care workers feel supported and valued as employees and are complimentary of the manager. The environment offers comfort and security. There are systems in place to ensure environmental safety is maintained.

Well-being

People are treated with dignity and respect. We saw positive interactions between care workers and people living at the service. There is a low turnover of staff which means the service can offer good continuity of care. People told us they have good relationships with care workers. We could see care workers know the people they support well and are familiar with their needs, wants and routines.

People get the right care and support when they need it. Personal plans are outcome focused, clear and concise. Periodic reviews ensure care documentation is current and people are receiving the best possible care and support. People's health needs are monitored to ensure timely referrals to health professionals are made. The service works in conjunction with health care professionals to ensure people's outcomes are met.

People are protected from harm and abuse. Care workers are familiar with safeguarding procedures such as the process for raising concerns. Safe recruitment and ongoing staff training ensures care workers are suitable for the role. Risks to people are assessed and managed in a safe way where people's rights and freedoms are respected.

A clean, safe, homely environment helps support people's well-being. The environment is well maintained and considers people's safety. It is nicely decorated and has comfortable furnishings throughout. People are offered choice in relation to their personal living space. For example, they are able to choose their own colour scheme. The garden has been developed to provide a nice seating area and a plot where people can grow vegetables.

Care and Support

People receive support to do the things they enjoy. We saw there was a timetable of activities in place that included a variety of pursuits including: gardening, quiz, boules and community visits. People are also encouraged to engage in domestic tasks such as meal preparation, cleaning, and food shopping. People told us there are always plenty of things to do. One person said *“I go for a walk with the staff and have a game of pool now and then. We had a good jubilee party the other day”*. On the day of our inspection one person was being supported to visit a pub where they used to live. We were told this happens on a weekly basis so the person can maintain friendships.

People are happy with the care and support provided. We spoke to people living at the service all of whom gave positive feedback. People used words like *“marvellous”*, *“lovely”* and *“kind”* to describe care workers. One person said, *“I love living here”*. People’s care and support needs are detailed in their personal plans. We examined a number of personal plans and found they are person centred and devised using a strengths-based approach. This means plans highlight what people can do independently as well as providing information on interactions for care workers. Regular reviews are conducted to ensure personal plans are current. Care workers support people to maintain their health and well-being. Documented evidence in people’s personal plans show they have good access to a range of health and social care professionals.

There are systems in place to keep people safe. Policies and procedures underpin safe practice. We looked at a selection of policies and procedures and found although information recorded in them was current, some need reviewing. We discussed this with the RI who told us they were currently in the process of reviewing the services policies and procedures. Risks to people’s and wellbeing are thoroughly assessed and there are management plans, these are regularly reviewed to ensure they are current. Care workers receive safeguarding training and other core and specialist training that equips them with the skills necessary to provide good quality care and support. Medication is stored securely and administered as prescribed. However, we noted administrations of ‘as required’ (PRN) medication are not being recorded in line with best practice guidance. The RI assured us this matter would be resolved.

Environment

A rolling programme of routine maintenance and renewal of the environment and its facilities promotes safety. We saw evidence of regular servicing of utilities, equipment and fire safety features. Care workers also conduct routine safety checks to ensure the environment is hazard free and in good working order.

We observed people in communal areas who appeared relaxed and comfortable. This suggests they are happy with the environment. People's rooms are decorated to their preference and appropriately furnished. The home is clean throughout. There is a cleaning task sheet in place that care workers complete on a daily basis, this promotes good standards of hygiene within the home. Infection prevention and control measures reduce the risk of infection. There is an infection control policy and other documents including a Covid-19 risk assessment that set out safe working practices for care workers. Care workers have access to personal protective equipment (PPE) and follow current guidance in relation to testing for Covid-19. There is a well-maintained garden area to the rear of the building. We saw people use the garden to grow vegetables. There is also a large patio area with seating that can be used for relaxing or taking part in activities.

Leadership and Management

Good governance arrangements support the smooth operation of the service. The manager is experienced and suitably registered with Social Care Wales. The RI visits the service regularly to speak to people and care workers. These discussions focus on service delivery. The RI also conducts various audits such as medication and environmental. All RI visits are appropriately documented. The performance of the service is monitored on a six-monthly basis where a quality-of-care review is conducted. The findings from the review are published in a quality-of-care report. The report details what the service does well and identifies areas for improvement. People's views are sort via satisfaction surveys. Data from the latest satisfaction survey show that on the whole people are happy with the care and support they receive.

Care workers enjoy working for the service and feel supported in their roles. Supervision and appraisal records show care workers receive the regulatory required level of formal support. Care workers we spoke to provided positive feedback about the service, one said *"The manager is brilliant. He's 100% supportive"*, another said *"I love working here. It's the best job I've ever had"*. There is an ongoing programme of training and development. Care workers can access online and classroom-based training to maintain their skills and knowledge. Training statistics show the service is mostly compliant with its training requirements.

Robust recruitment measures ensure care workers are suitable to work with vulnerable people. The service completes all of the necessary pre-employment checks before offering a prospective employee a contract. These checks include Disclosure and Barring Service (DBS) checks, references and employment history. New employees have to complete a structured induction programme and work a probation period where their skills are assessed by the manager.

The homes ethos and information relating to services provided are set out in the Statement of Purpose (SoP). We looked at the SoP and found information recorded in it was reflective of the services provided. There is a User Guide available to people living at the service and contains useful information such as how to make a complaint and information about advocacy services.

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
N/A	No non-compliance of this type was identified at this inspection	N/A

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