



# Inspection Report on

**Caersalem**

**Haverfordwest**

## **Date Inspection Completed**

12/06/2023

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## About Caersalem

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	St. Davids Care in the Community Ltd.
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	11 October 2022
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

### Summary

People who have made Caersalem their home are supported by a small team of staff who are experienced and know those they support well. They enjoy living at Caersalem and consider the others who live there as their friends.

People, and the staff team, take pride in the service and are involved in keeping it clean and tidy. The service is reasonably comfortable and homely, and people have personalised their own private rooms. It is a very short walk to the local shops and other amenities.

The manager and Responsible Individual (RI) have good understanding and knowledge of the service. However, improvement is needed to the governance processes to ensure they are effectively monitoring and reviewing the quality of the service. We also noted care workers are not receiving supervision in the time frames required.

## Well-being

People are safe and protected from harm. Care workers know what they have to do if they suspect a person is at risk or is being abused and are confident their managers would take the appropriate action to make sure people are safeguarded. People feel safe living in Caersalem.

Well-being is enhanced, to some degree, because of the environment. The property is centrally located and in a reasonable state of repair, with those living and working in the service taking pride in their environment. There is some outside space, including a garden room where activities take place, but some general maintenance is needed.

People can do some things that matter to them. This includes going to church, to a local college, to groups in the community and visit their friends in other services. Activities are offered within the service, including arts and crafts, and music. One of the other services offers additional activities including hairdressing and massages. There are some limitations, however, due to staffing, especially in the evenings and at weekends.

Physical health is seen as a priority and people are encouraged to eat a healthy diet as well as take regular exercise. People attend for routine health appointments and are up to date with general health checks and vaccinations.

Relationships with each other and those supporting them are very good, and it is evident staff are genuinely motivated to provide people with the best standards of care and support possible.

## Care and Support

People's physical health needs are met. They attend appointments with the GP; dentist and opticians. Health passports are available, but these are overdue a review.

Paper care records are maintained. Daily entries are detailed and informative and generally person centred. However, they do not always reflect areas of need which are set out in the care plans to show how the person is meeting their planned outcomes.

Care plans have been recently reviewed and contain a helpful pen picture, as well as information about individual's care and support needs for a range of areas including personal care, hobbies & interests, and appetite & nutrition.

Files contain a lot of old and out of date information. A helpful annual summary used to be written, but these have not been updated for several years.

The relationship people have with each other, and those who care for them is very good. There is a lot of good humoured banter between those who live and work in the service, which shows a rapport has been built up.

Individuals describe the others who live in the service as their "*friends*", and they are happy to do some activities with them.

One person enjoyed talking about how good different staff were at cooking.

People can do some things that are important to them. People have recently been on long walks in the local area; been bowling; swimming and to the local pub and coffee shops. Some people are able to go out independently and others require the support from staff. Because there is only one staff member on duty, people either have to spend time away from the service together, or people have to go to one of the other services. Otherwise, one person confirmed "*if one doesn't want to go out, then we all can't go out*".

A craft activity was taking place and people were clearly enjoying the group. People were making a collage. They have recently made cards following the loss of one of their friends and were keen to talk about this persona and what they meant to them.

There is some understanding of the importance of good nutrition, with food cupboards well stocked. Whilst many meals are made using fresh ingredients, there is a reliance on processed food, and we have asked the provider to consider ways to reduce this to help people in their efforts to maintain a healthy weight.

## Environment

People live in a service which is suitable for their needs. Accommodation is over two floors. People were happy to show us their bedrooms, which are personalised and decorated in their chosen colours and furnishings. There is enough room for an armchair if individuals prefer to spend time away from the communal areas.

The service is generally clean, but some high dusting is needed. The kitchen is dated, but all equipment works.

We have asked the provider to consider ways to make the service more homely.

There is a garden room which is well used, and the gardens are safe and secure. However, they are in need of some maintenance as they are overgrown with weeds.

## Leadership and Management

There are some governance arrangements in place to monitor quality, but these do not meet the requirements set out in the Regulations. The RI is in regular contact with the service and knows the individuals and the staff team well. However, they do not record their regulatory quarterly visits, care workers and relatives confirmed they are not involved in any quality monitoring. The RI does write a report for the four services they manage but does not ensure a six-monthly Quality of Care Review is completed for each service. We have identified this as an area for improvement and will be followed up at the next inspection.

Staff are appointed following a safe recruitment process. Files are well organised and easy to navigate. They contain the information needed, including photographic identification; up to date DBS checks and appropriate references. Some do, however, contain some old and out of date information.

Care workers consider they have the training they need to do their job effectively and safely. Most training is up to date and there are some effective processes in place to monitor training and when updates are needed.

There are opportunities for professional development within the service with some workers being promoted and others doing additional training to make them eligible for promotion. Care workers get feedback on their work, but supervision is not always carried out within the required time frames.

There are processes in place to make sure equipment and services are regularly checked. Records show fire safety equipment has been checked as well as gas safety.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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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73	The provider has a good knowledge of the service but is not fully meeting their regulatory duties. No reports are written to demonstrate compliance with Regulation 73, but a combined report for the four services is written by the RI . This does not contain evidence the views of people; their families and staff have been taken in to account. The provider is required to comply fully with the requirements of Regulation 73.	New
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