



Inspection Report on

Panteg

Carmarthen

Date Inspection Completed

19/12/2023

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About Panteg

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	CARNINGLI TRUST (THE)
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	24 May 2022
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People and their representatives are happy with the service they receive. A family member told us, *"it's so nice that she's happy there"*. Passionate staff are guided by accurate and detailed person-centred plans. People are encouraged to be as independent as possible. A support worker told us, *"I love working here"*.

Recent changes to the staff team have been unsettling for care workers and representatives but the impact has been minimised on people.

The environment is homely and reflective of the people who live there. Maintenance checks of the building and equipment are completed and there is an ongoing refurbishment programme.

The manager of the service has a hands-on approach. They are accessible and well respected. The Responsible individual (RI) regularly visits the home and focuses on improving the service for people.

Well-being

People receive person centered support and are involved as much as possible in decisions about the service they receive. Detailed information about the individual is recorded in personal plans. People remain as healthy as possible as senior staff support them with advice from health and social care professionals. People and/or their representatives contribute to decisions that affect them. Key workers maintain detailed personal plans that focus on things that matter to people they support. People build long term relationships with each other and staff who work at the service. A worker told us, *“I love it here, the people are absolutely brilliant”*. People access their local community and activities are individualised and promote health and well-being.

Recruitment and training ensures people get the right care and support, from skilled and knowledgeable workers. Staff protect people from abuse and neglect and are fully aware of their responsibilities to raise concerns. People’s representatives told us there has now been an improvement in communication and feel they are able to make a complaint if needed.

People can do things that matter to them. The building is homely and people personalise their own rooms. Communal areas are well maintained and the grounds are accessible to meet each person’s needs. People use the different spaces available to achieve their outcomes, for example cooking, socialising, relaxing, watching TV or to take part in activities.

People have a voice and input into the running of the service because the RI involves them in quality assurance. Governance processes focus on developing the service by using information from surveys and audits. The Quality of Care Review identifies areas to improve following consultation with people who live and work at the home.

Care and Support

People are very happy with the care and support they receive from an understanding and committed team of support workers. Representatives are positive about the service and the relationships people have built with each other and support workers. A family member told us, *“I find it good there, the staff are really good and she loves it there”*.

The provider has accurate, up-to-date and personalised plans for how it provides care and support to individuals. Documentation guides staff on how best to support people. The manager considers a range of information from the person, their representatives, workers and external professionals. Risk assessments help to maintain people’s safety, while promoting their independence. Key workers regularly review plans with people, so they remain relevant. Daily notes record the care and support completed but lack detail from the perspective of the individual, the manager intends to address this. There is good evidence of health and social care professionals being involved in people’s care and support.

There are very positive, friendly and understanding interactions between people who live and work at the service. Support workers are allocated flexibly to meet people’s needs and we observed many unrushed and patient interactions throughout the inspection. Many of the support workers have been there for years and have longstanding relationships with people. A family member told us, *“She’s been with them for years and it’s so nice that she’s happy there”*. Staffing levels are sufficient and the manager allocates dedicated one-to-one time in line with each person’s assessed need.

Environment

The environment is safe, homely and supports the provision of a service which meets people's needs. People use the different communal areas to socialise, do activities or to have quiet time alone. People are relaxed and move freely throughout the service. Individual rooms are highly personalised and people are involved in choosing colour schemes and can decorate as they wish. Accessible grounds are used by people in the warmer weather and a new space has been created outside for people to enjoy.

The provider has completed refurbishments to different areas of the service with a new conservatory, laundry and a more accessible external space. They have a plan in place to continue the improvements to the internal aspects of the service, with the wet rooms next to be upgraded.

Regular health and safety audits of the property are completed. Testing of fire safety equipment is up-to-date and Personal Emergency Evacuation Plans (PEEPs) are individualised and available in emergencies.

The kitchen has a food hygiene rating of five, which means the standards of hygiene are very good. Support workers promote independence and encourage people to buy and prepare their own meals. Menus are individualised to suit each person and staff support people in line with their specific needs.

Leadership and Management

The service has experienced a period of change in staffing, everyone involved told us this has been challenging but things are settling down. The staff team work together to ensure there is as little disruption to people's lives as possible.

The provider has arrangements in place for monitoring, reviewing and improving the quality of the service. The RI's statutory quarterly visits involve people who live and work at the service. Support workers told us the RI makes sure she talks to them and people whenever she visits. Representatives told us there were issues with communication but this has now improved. Information from the different internal quality assurance systems inform an action plan that focuses on improving the service. The six monthly Quality of Care Review; shows positive feedback from people, their representatives and professionals involved in the service.

There are temporary measures in place to manage the service, while the provider recruits a new manager. The temporary manager is described as accessible and very helpful. A support worker told us "*[Temporary Manager] is very supportive, she's always there and nothing is too much trouble for her*". Workers receive regular supervision meetings and appraisals. When discussing supervisions with the temporary manager, a support worker said, "*She's very thorough, listens and is open to our opinions. She is great at making things better*". Staff members have a good understanding around safeguarding and are confident to raise concerns if needed. Policies and procedures are in place to support good practice and staff have a sufficient understanding of key policies.

A designated Human Resources officer ensures pre-employment checks take place before new employees start work. References are obtained and right to work and Disclosure and Barring Service (DBS) checks are undertaken. Staff receive a six-month induction, mandatory and person-specific training to meet people's needs. When discussing training, a support worker told us, "*We do loads of training and I like to be completely up to date*". Staff are supported to register with Social Care Wales and develop further skills through professional qualifications.

The service is experiencing the same recruitment and retention challenges as many in the sector. However, staff work flexibly as a team to ensure adequate numbers of support workers are available to meet people's needs. A key worker system ensures people get continuity of care and support and they are supported to maintain important relationships with family and friends.

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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