



Inspection Report on

Panteg

Carmarthen

Date Inspection Completed

24/05/2022

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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	Manual Insert
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

Care workers know people well, interact in a kind and caring manner and provide appropriate support. People lead happy and fulfilling lives and do things that are important to them. Each person is encouraged to have a voice: the service holds regular meetings for people to discuss any issues that affect them. Care records describe how care workers are to meet people's individual needs, although these records could be reduced to locate information more easily. The home keeps each person safe by the use of robust infection control measures.

An established management team continually strives to develop people's care and support wherever possible. The Responsible Individual (RI) regularly visits to talk to people who live in the home and care workers to obtain feedback about the service.

The provider has been very proactive during the pandemic, keeping people in the service and care workers healthy by the use of safe practices. Care workers give people the time they need to talk about any anxieties. Care workers receive regular individual supervision to discuss their work. There is a range of staff training available to help care workers support people safely and effectively.

Well-being

People have control over their day-to-day lives. Care workers invite people to be involved in decisions about their support and work with each person to ensure they receive the support they need. People are relaxed, comfortable and know what opportunities are available to them. Care workers encourage and support people to make choices and decisions about how they spend their time. People do things that matter to them: one person told us, *“I go out a lot.”* Care workers are familiar to people, giving them confidence their needs and preferences are understood. People are encouraged to personalise their surroundings in whatever way they wish. Personal plans are detailed and contain personal preferences to identify what is important to people.

People feel safe, relaxed and comfortable in the home. We saw care workers having positive rapport with people, with good-humoured conversations. Senior staff members protect people's privacy and personal information at all times. Care workers receive regular support, guidance and training: they have been through a good recruitment process and senior staff members regularly monitor them to ensure they are meeting people's needs. They may access policies and procedures to enable them to protect vulnerable people.

The home does not provide an 'Active Offer' of the Welsh language as there is currently no demand for exclusively Welsh speaking support. However, some staff members are Welsh speakers, and the manager does agree with the necessity of providing an Active Offer if the home supported anyone who does prefer to communicate in Welsh. We will explore whether the home intends to become a bilingual service in subsequent inspections.

A relaxed atmosphere in the home helps people feel at ease. The building is easy to navigate for people to visit friends and receive visitors where they wish. Many routine activities stopped during this year's pandemic, but the staff team remain motivated and focused on what is important to people.

Overall, people have accurate and up-to-date plans for how the service provides their support. The provider considers a range of information to ensure they can meet each person's needs. A detailed recording system provides a clear record of people's support arrangements and describe what is important for each person. Risk assessments and personal plans clearly record all health interventions. Senior staff regularly review care records, especially if support needs change. However, we note the manager is reviewing ways of making it easier to locate specific information in the care records.

The provider has detailed policies and procedures to manage the risk of infection. There are good hygiene practices throughout the home and care workers may refer to infection management policies when necessary. Measures are in place to ensure people keep safe from Covid-19 infections as far as possible: this includes the monitoring of all visitors and the appropriate use of personal protective equipment (PPE) by all care workers. The service stores cleaning products securely and there are guidance notes for handling the products.

As far as possible, the provider takes appropriate steps to safeguard people from neglect and abuse. Care records clearly state any risks to people's health and well-being, and detailed risk management plans help to keep people safe and as independent as possible. Care workers recognise their personal responsibilities in keeping people safe. They are aware of the whistleblowing procedure and are confident to use it if the need arises. They would approach any of the senior staff team, but would also contact external agencies such as the local safeguarding office if they thought they needed to.

Environment

Overall, people receive support in a suitable environment. The property is homely, warm and clean. People say they feel comfortable and happy living there. One person told us, *“It’s really nice here. I’ve got all my things in my room.”* Each person’s private room is secure, spacious and personalised to reflect the occupant's taste and interests, with items such as ornaments, soft furnishings, photos and items of furniture. People may choose between various communal areas as well as a garden with a summerhouse where they are able to spend time relaxing with friends and relatives.

People are safe from unauthorised visitors entering the building, as all visitors have to ring the front door bell before gaining entry and record their visits in the visitor’s book when entering and leaving. People’s personal information, together with employee personnel records, are stored securely and are only available to authorised members of the staff team.

Fire exits are free of obstructions and maintenance records evidence weekly fire alarm tests. All COSHH (Control of Substances Hazardous to Health) materials are stored correctly, in line with the COSHH Regulations 2002.

Leadership and Management

Overall, the provider has a clear vision of the support it provides, and a positive regard to each person receiving support. There is good management oversight of the service. The RI

is in regular contact with the service. Discussions take place with people in the home and healthcare professionals involved in their care. Regular audits monitor all aspects of people's care. Any issues are resolved in a timely manner. People say they know how to make a complaint if they need to, and are confident the provider would listen to them if they did.

The provider ensures there are enough knowledgeable and skilled care workers to provide the right support for people. Pre-employment checks take place before new employees start work - these include reference checks, photo identification and Disclosure and Barring Service (DBS) checks. The staff induction programme is linked to the 'All Wales Induction Framework for Health and Social Care.'

Care workers are up to date in their training and regular staff meetings give them the opportunity to discuss their work and to keep up to date with developments in the service. Care workers have a good understanding of their roles and responsibilities. Three-monthly employee supervision records show all care workers can discuss any issues they wish to raise, in a formal setting and have the conversations recorded. The RI identifies all actions needed to improve people's well-being into a six-monthly quality of care report.

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

2 June 2022