



# Inspection Report on

**Minstrels**

**Carmarthen**

## **Date Inspection Completed**

29/11/2023

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## About Minstrels

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	23 August 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 very happy with the service they receive. A family member told us *“It’s a lovely home and it’s been brilliant for him”*. Enthusiastic staff are guided by detailed person-centred plans and encourage people to be as independent as possible. A support worker said, *“People are brilliant, they are such a good bunch, and they are great fun to work with”*.

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 temporary manager has a hands-on approach, are accessible and well respected by people who live and work at the home. The Responsible individual (RI) regularly visits the service to talk to people and staff, their reports focus on improving the service for people.

## Well-being

People receive person centered support and are involved as much as possible in decisions about their service. 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 and representatives describe effective communication. Key workers maintain detailed personal plans that focus on things that matter. People build long term relationships with each other and staff who work at the service. A support worker told us *“People are amazing, and I love working with them”*. People access their local community and activities are individualised to promote health and well-being. The service uses many creative and accessible methods of communicating with people.

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 and/or their representatives feel they are able to make a complaint if needed.

The building is homely, and people personalise their own rooms. Communal areas are well maintained, bright and spacious. People use the different spaces available to achieve their outcomes, for example cooking, relaxing on their own watching TV or to take part in activities. The grounds are accessible, and people can do things that matter to them, such as going for walks and playing sports.

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 support they receive from caring and skilled staff, who understand each individual. Staff encourage people to do as much for themselves as possible and a support worker told us *“We try and help people to be independent and to make the place their home”*. Representatives are positive about the service and the relationships people have built with each other and their support workers. A family member told us *“We are very happy with the set up at the Minstrels. All the staff are extremely supportive and encouraging to our son”*.

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 individuals, so they remain relevant. Daily notes illustrate the support people receive to work towards their goals. For example, people access their local community, enjoy walks in the countryside, go shopping and maintain contact with family and friends. 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 conversations between people who live and work at the service. Many of the support workers have been at the service for years and have longstanding relationships with people. A family member told us *“Staff are all lovely and they really respect everyone who lives there. It’s nice to know he’s in such a happy caring place”*.

Support workers are allocated flexibly to meet people’s needs and we observed many unrushed and patient interactions throughout the inspection.

## **Environment**

The environment is safe, homely and supports people in line with their needs. People move around the building freely and use the different communal areas to socialise, do activities or to have quiet time alone. Each person is comfortable and relaxed throughout the service. Individual rooms are highly personalised, and people are involved in colour schemes and can decorate as they wish. Accessible grounds are well used by people to exercise, and outbuildings provide extra spaces for more activities.

The provider has completed upgrades to different areas of the service with new flooring, paintwork and furniture. They have a plan in place to continue the improvements to the internal and external aspects of the service.

Regular Health and Safety audits of the property are completed. Testing of fire safety equipment is up-to-date and Personal Evacuation Plans are individualised and available in emergencies.

The kitchen has a food hygiene rating of five. Support workers promote independence and encourage people to buy and prepare their own meals. People discuss and plan the menu together; alternatives are also available if people wish to choose something different.

## **Leadership and Management**

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 *"[RI] is supportive and listens. She always talks to the people we support and is here for them"*. Information from the many internal quality assurance systems informs an action plan that focuses on improving the service. The six-monthly Quality of Care Review uses feedback from people, their representatives, staff 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 has created an open and supportive culture at the service and are described as accessible and helpful. A support worker told us *"[Temporary Manager] is brilliant, takes on board our suggestions and listens. They are brilliant with the people who live at the home and is the best manager I have ever worked with"*. Workers confirm they receive regular supervision meetings and appraisals. When discussing the supervisions a worker said, *"They focus on the residents, discuss any issues, what training and what we want to improve on, but we can go straight to the manager if we have an issue and say it there and then"*. 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 them.

A designated Human Resources officer ensures pre-employment checks take place before new employees start work. These include references, right to work and Disclosure and Barring Service (DBS) checks. Staff receive a six-month induction, mandatory and person specific training to meet people's needs. When discussing training worker said *"E-Learning helps me to refresh and I'm looking forward to doing more person specific face to face training"*. Support workers register with Social Care Wales and develop further skills through professional qualifications.

Adequate numbers of staff work flexibly to meet people's needs. A key worker system ensures people get continuity of care and support and they are supported to maintain relationships with family and friends. A representative told us *"The staff are really nice and anything I need to know they keep me informed"*.





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