



Inspection Report on

Coed Isaf Nursing Home

**Coed Isaf
Bryn Lupus Road
Llandudno
LL30 1SR**

12 October 2022

28/10/2022

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About Coed Isaf Nursing Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Coed Isaf Nursing Home Ltd
Registered places	32
Language of the service	English
Previous Care Inspectorate Wales inspection	19 April 2022
Does this service provide the Welsh Language active offer?	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

This was a full inspection following on from two priority actions notices issued at the last inspection in April 2022.

People are happy living at Coed Isaf and receive good, personalised care from care staff who understand their needs, are knowledgeable and experienced and show people respect by working in a person-centred way. Care documentation has been made digital and we saw how personal plans are improving and being reviewed regularly. We found an improvement to personal plans is needed to include as far as practical the voice of the person and/or their representatives. Care and nursing staff enjoy working at Coed Isaf and receive regular training and supervision. Staff speak positively about the management team and feel well supported. Agency staff are employed at the service; however, the provider is looking to reduce this as soon as possible. Quality assurance takes place at the service and the Responsible Individual (RI) visits regularly in line with regulatory requirements. The manager understands the legal responsibilities of caring for vulnerable people and feels well supported by the providers. People are cared for in their own rooms which are made personal. The environment is warm, clean, and safe, and has been improved to a high standard.

Well-being

People are respected as individuals and are supported by a good proportion of long-term care workers who they know well and who take time to understand their needs. Care staff are cheerful and take time to engage with people. Regular audits are undertaken to ensure people are supported in a safe environment. Personal and sensitive information is securely stored, and this ensures each person's confidentiality is protected.

People and their representatives are not always involved in setting and reviewing their personal plans and outcomes. Relatives feel welcomed and included in the home and told us they are always treated with respect. Staff are committed to supporting people and do so with dignity, respect and at a pace that suits the people they support.

People are encouraged to be healthy and have access to specialist services and support as and when they require. External agencies and professionals within the service itself ensure health and wellbeing is promoted.

People are protected from abuse and harm as the service provider has suitable reporting mechanisms to safeguard vulnerable individuals in place, provides staff training and consults with the local authority as and when required to protect people they provide care and support for.

Care and Support

People can be confident their needs will be met and they will be supported to achieve their outcomes. The service provider has an admissions policy and procedure in place, and a summary of the admission procedure is included in the statement of purpose. Integrated care and multidisciplinary assessments are considered if relevant, prior to a person living at Coed Isaf and the person and/or their representatives are involved in the assessment process prior to a placement being offered.

At the last inspection, we found care and support was not always being provided to people in line with their personal plan. On this inspection we found digital personal plans contained more detailed information about people and we could link this to people's outcomes being achieved. However, we found they were lacking evidence of the person's voice and/or their representative, although representatives told us that they are involved in planning and assessments. We saw clear links to outcomes of any risks and specialist assessments. All care staff spoken with commented the quality of the new style personal plans and told us they were *"a lot better"*. Daily recording charts evidenced the care being delivered by staff and these were seen to be in line with people's personal plans. Relatives we spoke with were happy with the care and support their loved ones received commenting, *"very well cared for here"*, *"nothing is ever to much trouble"*. People have a choice of nutritious meals and we saw people are frequently encouraged to drink to maintain hydration. People and their visitors we spoke with told us the *'quality of the food is excellent, lots of choice'*, another relative told us they regularly eat at the home when visiting and that *'food and drinks are always nice and plentiful'*. We observed lunchtime routines and found people are treated with dignity and respect, shown kindness and patience. We observed staff throughout the day skilfully communicating with people that are not able to verbally communicate back. A relative also commented positively on the person-centred approach by staff. All staff spoken with were proud and complimentary of the service they provide to people they take the time to get to know, telling us *"I love working here"*, *"such a nice place to work"*. A relative told us *"It's like one big family here"*.

People are protected from abuse and harm as the service provider has in place mechanisms to safeguard vulnerable individuals to whom they provide care and support. We found staff had received appropriate training and the provider had escalated concerns to the local authority and notified Care Inspectorate Wales (CIW) using the appropriate procedure to ensure people remain safe and well in their care. Care staff are aware of the policies and procedures to follow if they believe a person is at risk of harm and are confident to report any such concerns through the correct channels.

Environment

People live in a suitable environment which meets their needs. The home benefits from good communal space and in addition there is well maintained accessible outdoor space. There are sufficient bathrooms and toilets throughout the home, which are clean, tidy and free from hazards. People have their own personalised bedrooms which benefit from individual washing and toilet facilities, all rooms have nice views, and each room has a personalised sign and door colour to assist with orientation.

People can be assured they live in a safe environment. On arrival to the home, we found the main entrance secure, and our identification was checked. We were asked to sign the visitor book, before we were permitted entry. We found that hazards have been reduced as far as possible with harmful chemicals locked away and window restrictors in place. There are sufficient levels of electrical equipment in place to maintain the safety and promote the independence of people living in the home. This electrical equipment is serviced and checked regularly. The home benefits from one passenger lift and a stair lift to enable people to move safely between floors. Environmental and maintenance checks take place at regular intervals, and we were provided with good information from the person in charge of maintenance, although we did notice some personal safety equipment in need of repair and some items of furniture in need of repairs which was previously not identified by the homes internal audit process.

Leadership and Management

We reported at the last inspection that significant improvements were required by the provider with notifying CIW of any notifiable events, according to regulatory requirements. During this inspection, we saw improvement in notifications to CIW including those requests to a supervisory body in relation to the application of the deprivation of liberty safeguards (DOLS) which have now been reported to CIW along with any notifiable incidents which may impact on people's health and well-being.

The service provides appropriate numbers of staff who are suitably fit and have the knowledge, competency, skills, and qualifications to provide the levels of care and support required by people using the service to enable them to achieve their personal outcomes. We saw from staff rotas and discussions that the same suitably qualified agency staff are engaged with at the service due to staffing shortages, the provider is actively recruiting staff to reduce this need. We reviewed a sample of staff files and found some items were missing such as second references, complete employment history and nurse pin checks were out of date, however this was swiftly rectified by the provider and a complete staff records audit was carried out with remedial action taken to address findings. All staff have a current Disclosure and Barring Service (DBS) There is a recruitment policy and procedure in place that is in line with the requirements of regulations.

People are supported by staff who are well trained and competent. Care staff undergo relevant training and feel well equipped to undertake their roles, and they receive regular supervision in line with regulatory requirements. Staff told us they feel well supported by a management team that are involved in the home, we saw how all staff are included in the running of the service and were positively included by management on the day of inspection. The Manager, director and RI are present regularly, described by staff and relatives as supportive and approachable and play an active role in the service. Existing staff have mostly completed all mandatory training, new staff have yet to complete all mandatory training as part of their induction however it was confirmed this was planned.

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
60	The provider has not ensured CIW are notified of any DOLS applications and a serious incident until it was brought to their attention.	Achieved
21	People using the service are not provided with the care and support in a way, which, protects, promotes and maintains their safety and well-being.	Achieved

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

Date Published 21/11/2022