



Inspection Report on

St. Teresa's Rest Home

**St. Teresas Rest Home Windy Hall
Fishguard
SA65 9DU**

Date Inspection Completed

13 October 2021

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About St. Teresa's Rest Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Union of the Sisters of Mercy
Registered places	27
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	Yes. This is a service that anticipates and meets the Welsh language needs of people who use the service.

Summary

People who have made St Teresa's their home are safe, content and well cared for. A relaxed atmosphere, and homely environment, helps people and their visitors feel at ease. The care team support each person in a respectful and person-centred way, ensuring they are involved in all discussions about their care. People are encouraged to make daily choices in how they spend their time and to do things that are important to them. The staff team are motivated to make a positive difference to people's lives, where the people they support are at the heart of the service.

A professional and experienced management team strives to develop people's care and support wherever possible. There is effective communication channels, with the quality of care people receive being monitored by both the manager and responsible individual (RI). The provider has kept people in the service and care workers safe and healthy throughout the pandemic by the use of safe practices.

Well-being

People are safe and protected from abuse and harm. Care workers know the action they must take if they suspect a person is at risk and are confident the manager will respond appropriately. Access to, and exit from the property is controlled by care workers to ensure only those with a legitimate reason are permitted entry to the home.

Care workers have a good understanding of respect and spoke about some of the ways they maintain people's privacy and dignity when assisting with personal care.

People have control over their day-to-day lives. They are able to get up and go to bed when they choose, also make choices for their meals. Activities are offered to help engage and motivate people but any decisions not to participate are respected. Visitors are welcomed into the home, but staff are monitoring these at present due to the restrictions caused by the pandemic to ensure that not too many people are visiting at one time. Care workers have a good knowledge of people, their backgrounds as well as who and what is important to them. People are able to converse with some staff in Welsh if they choose to do so.

People have a good relationship with all staff working in the home, including care workers; activities; housekeeping and catering. All staff show a high level of respect for people and this is evident from the care records as well as the way staff refer to, and engage with people. Care workers consider they are well staffed and have time to spend with people. One care worker told us care was never rushed and they worked well together as a team. One care worker likened the home to a luxury hotel when discussing their views about the care people receive. People and their relatives are confident their decision to move into the home is the right one for them, with one telling us they are "*happy*" and a relative said they no longer need to worry about the person, as they are confident they are receiving good care.

Care and Support

Care records are held as paper copies, which care workers find to be helpful and informative. Each person has a profile which sets out information about the person's background as well as who and what is important to them. There are care plans for a range of areas including mobility, personal care and nutrition. There are also, risk assessments for moving & handling, falls and the use of bed rails for those people who have been assessed as needing them.

Daily entries are detailed and informative and the language used is mainly reflective of person centred care. Care workers demonstrate a good knowledge of people, including what and who are important to them.

People are wholly satisfied about the care they receive. One person told us *"I am happy... well looked after"* and another told us they are *"satisfied"* with their care. One person was clearly having some banter with a care worker and appeared comfortable with them. Relatives are similarly satisfied with the standards at St Teresa's. One told us *"X is better now than when they first went in"* and described how *"reassuring"* it is to know the person is well cared for. Another relative said *"I have nothing but praise"* when describing the efforts made by the home to keep people safe during the pandemic.

People are able to do things that matter to them. One person told us they enjoy arts & crafts and we saw the decorations people have made which will be sent on to their relatives. Some people enjoy taking part in activities, while others prefer to occupy their time doing things alone. The activities co-ordinators spend time with people individually and in groups.

People's physical health needs are met. The district nurse visits the home regularly and the home has good support with wound care when this is needed. Moving & handling aids are available for people whose mobility is reduced.

Some people receive care in bed and one person said they are *"perfectly comfortable"*. Bedding appeared clean and well laundered.

There is a good understanding of the importance of good nutrition. Most meals are cooked from scratch using fresh ingredients. There are stocks of fresh fruit and vegetables and the chef is very satisfied with the quality of the meat and other items purchased. One person said *"I can't complain about the food. It's like my mum used to make"* and another described the meals as *"very very good"*. Food is fortified using butter and cream and special diets are catered for. There is a choice of meal and food is available outside of meal times. The kitchen has been awarded the maximum score of five by the Food standards Agency.

Environment

People receive support in a suitable environment. The décor and furnishings are homely, comfortable and clean. People are wholly complimentary about the cleanliness of the home. The building is easy to navigate and there are different areas where people can choose to spend their time, with some preferring to remain in their rooms and others choosing the communal areas. There are also outside areas when the weather permits. A new lift enables people to easily move between all the floors and there is also a stair lift.

Bedrooms are spacious and personalised to reflect each occupant's taste and interests, with items such as ornaments, soft furnishings, photos and some items of furniture. Some bedrooms enjoy views over the bay. Fire exits and walkways are free of obstructions. Some of the carpets are worn and we were told there are plans to replace them.

People are safe from unauthorised visitors entering the building, as all visitors have to ring the front door bell before gaining entry. Visitors are also required to provide evidence of a negative lateral flow test result and have their temperature taken, to reduce the risk of Covid 19 being taken into the home.

Peoples' personal care records are only available to care workers and healthcare professionals who are authorised to view them. Other personal and confidential information is stored securely.

Clear infection control procedures are in place. The staff team have worked hard supporting people to understand the importance of infection control measures. There are good hygiene practices throughout the home and care workers use personal protective equipment throughout the course of their work.

Leadership and Management

Overall, the provider has a clear vision in respect of the care it provides. The RI maintains regular contact with the manager and a report was written following their visit in June 2021, meaning a further visit is now due.

The manager has surveyed people living in the home; their relatives and care workers. The results of the survey indicate some workers are not wholly satisfied, but those we spoke with as part of the inspection expressed a high level of satisfaction and motivation for their work. Relatives expressed a similar high level of satisfaction in the manager's survey and this was confirmed during our discussions with relatives, with one telling us "*I have nothing but praise*" when discussing the care their relative is receiving. People are positive about their care, as one person describes care workers as "*totally professional*".

People and their relatives know who to speak to and are confident of receiving a helpful and timely response. The manager and deputy are visible within the home and clearly know people well.

The provider ensures there are enough skilled and knowledgeable workers to offer the right care to people. Care workers feel they have a lot of training and are not asked to carry out any duties they do not feel confident in doing. Most training has been done as elearning due to the pandemic, but the manager said senior staff assess competence and care workers confirmed this. The training matrix shows that whilst most training is up-to-date, care workers require refresher training in Moving & Handling. This has been difficult to source due to the pandemic but the manager is aware and actively trying to arrange this training.

Supervision is carried out and the records show this is more or less up to date. Care workers consider they receive balanced feedback about their work to enable them to develop in their roles. All of those we spoke with feel both valued and supported by their managers.