



## Inspection Report on

**St. Teresa's Rest Home**

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

## **Date Inspection Completed**

16/01/2023

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## About St. Teresa's Rest Home

|  |   |
|--|---|
| Type of care provided                                      | Care Home Service<br>Adults Without Nursing   |
| Registered Provider  | Union of the Sisters of Mercy   |
| Registered places  | 27  |
| Language of the service                                    | English   |
| Previous Care Inspectorate Wales inspection                | 13 October 2021   |
| Does this service provide the Welsh Language active offer? | This service provides an 'Active Offer' of the Welsh language. It demonstrates a significant effort to promote the use of the Welsh language and culture. |

### Summary

People who have made St Teresa's their home receive care and support from a team of staff who are effectively led by an experienced manager, who is, in turn, supported by a respected deputy manager. Staff are motivated and feel valued.

The service is clean and in good decorative order. The views of the sea are a feature which people are appreciative of.

Activities offered are a particular strength of the service, with people being encouraged and assisted to take part. Outside of the organised activities, workers have time to spend with people, meaning they know people well, and know what matters to them.

There is good oversight of the service, with the Responsible Individual (RI) and the other Trustees, and the manager, working well together.

## Well-being

People are safe and protected from harm. Access to the service is controlled by staff so they know who is in the building at all times. Visitors are asked to sign into a visitors' book. Staff know their responsibilities in relation to safeguarding and are confident the manager and deputy would take any concerns raised, seriously.

People's wellbeing is enhanced because the team are effectively managed and work well together. The values of the service are based on dignity and respect, and these are known to, and practiced by the team. Relatives speak highly about the whole staff team, and people living in the service describe them all in positive ways, including "*kind*"; "*patient*"; "*marvellous*" and "*extremely friendly*". Written feedback corroborated these positive views of those working in the service.

Staff feel valued and motivated and are able to talk to their manager about any ideas or concerns they have.

People live in a service where there is good attention to detail. People receiving care in bed have clean bed linen and appear comfortable. Rooms are comfortable and well ventilated. One relative spoke positively about the laundry, telling us people's clothes are "*so well cared for*" and describing the laundry staff as "*absolutely wonderful*". Attention is paid to people's appearance, with assistance for those who need it to wear suitable and matching clothes.

People can do things that matter to them. Visitors are encouraged and made to feel welcome, and some people spend time away from the service. There are a number of areas for people to spend time in the service and also in the grounds when the weather allows.

People take part in activities and this is encouraged. These times are enjoyable with a lot of laughter. If people choose to spend their time alone, this is respected and we saw care workers, and other staff, chatting with people informally.

Care workers say care is never rushed and takes as long as necessary. They say they work well together as a team.

## Care and Support

People's physical health needs are met. The district nursing team visit the home regularly and are very positive about the care people receive at the service. Care plans cover a range of needs including oral care; medication and continence. One relative commented on the skill and discretion of staff when meeting people's physical health needs. Care workers know how to recognise signs of pressure damage and they have pressure relieving equipment available.

Care plans and risk assessments are detailed and informative. Care workers have time to read the documents and they have the information they need to meet people's needs. Comprehensive personal profiles contribute to people's care and one we looked at has photographs and other information which is important to the person. Daily records are detailed and people's participation in activities is recorded in a separate diary.

There is a good understanding of the importance of good nutrition. Meals are prepared using fresh ingredients and there is a choice of meal. Care workers ask people what they would like from the menu, and alternatives are available if requested. Most people are very satisfied with the meals, describing them as "*lovely*" but one person described the meals as "*a bit bland*". Meals are fortified using milk and cream and special diets are catered for. Special events are celebrated and photographs from some events show how much these are enjoyed.

Meals are sociable times with people encouraged and assisted to use the dining room. This is appreciated by those living at the service and their relatives.

There are opportunities for people to do things that are meaningful and important to them. One person, who is receiving their care in bed, enjoys music and this was playing throughout the inspection. Others were enjoying an activity and they were both encouraged and assisted by staff. One relative described the activities as "*amazing*" and the activities workers as "*hilarious*". We saw the way they engage and motivate people and there was a lot of laughter. Activity workers spend time with people both individually and in groups and there is a range of activities including gentle exercises to quizzes and puzzles. The staff spend time researching activities which are beneficial to people who are frail and also those with memory loss.

## Environment

People live in a service which is suitable for their needs. Accommodation is provided over several floors and there are lifts and a stair lift for people whose mobility is reduced.

The service is very clean and there are no malodours. Housekeeping staff take pride in their work and understand how important cleanliness and tidiness are. Relatives commented on the high standards of cleanliness throughout the service and one person said *"I can't fault it"*.

There are several small lounge areas; a prayer room; area for visitors as well as a communal dining room. In addition, there is space in people's bedrooms for them to relax if they choose to spend time on their own.

Bedrooms are comfortable, with many being personalised with items of furniture, ornaments and photographs. None of the bedrooms have en-suite facilities, but they do have a sink and there are bathrooms and toilets nearby.

There is outside space for people to use, and also to enjoy views of the ocean. One person is getting ready to do some gardening which is an activity they enjoy. The gardens are well maintained.

There are procedures in place to make sure equipment and services are correctly checked and serviced.

The kitchen has been awarded the maximum rating of five by the Food Standards Agency. The catering staff have all the equipment they need to effectively carry out their work.

## Leadership and Management

The robust governance arrangements which have, over time, been embedded in practice, continue. The Responsible Individual (RI) acknowledges the efforts made by the manager and her team, and also notes where improvements are needed. This supports the quality report which considers feedback from people who live at the service; those important to them and the staff who work there. Relatives consider the management to be strong and effective.

Supervision is carried out and workers get feedback on their work. All staff are able to speak to either the manager or the deputy with any ideas or concerns they have and are confident of getting a helpful and timely response.

Care workers consider they have the training they need to safely and effectively carry out their duties. The training matrix shows some training is out of date and the provider is trying to source alternative providers.

Care workers are motivated and say they work well together as a team. They understand they are working in people's home and show the respect that goes with this. One of the team described working in the service as "*very nice*" and another told us it "*is lovely*".

The manager and RI have very good oversight of the service. The RI, and other trustees visit regularly and the manager knows her team; those living at the service, and their families, well. The manager has a high level of confidence in her deputy and the rest of the team.

### 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 |
|------------|---------|--------|
|------------|---------|--------|



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

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