



## Inspection Report on

**Caldey Grange Care Home**

**Caldey Grange  
Templebar Road  
Kilgetty  
SA68 0RA**

## **Date Inspection Completed**

05/12/2022

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## About Caldey Grange Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Caldey Grange Care Ltd
Registered places	18
Language of the service	English
Previous Care Inspectorate Wales inspection	28 May 2021
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

People who have made Caldey Grange their home are cared for by workers who know them well. They are complimentary about the care offered, with one comparing the service favourably to one they had previously stayed at. Relatives are equally positive, with one saying the service has been an “*excellent choice*” going on to tell us they no longer need to worry as the staff are “*excellent*”, adding, “*I couldn't have found a better place*”.

The manager feels the size of the service is a particular strength, as the staff team are able to get to know each person and those important to them. Care workers have enough time to spend with people and are not rushed.

The staff team are motivated, feel valued and work well as a team for the benefit of those living at the service. Plans are in place to address the gaps in training, and workers receive appropriate supervision.

## Well-being

People are safe and protected from harm. Workers know their responsibilities in relation to safeguarding. They are able to report any concerns to their managers and are confident these will be appropriately managed and reported. Access to the service is monitored, so staff know who is on the premises at all times.

The physical environment contributes to people's well-being. It is clean, comfortable and homely. Work is in hand to improve the car parking. The outside space is safe and offers people an opportunity to do some gardening.

Improving quality and monitoring standards is important for the provider. There are some effective governance arrangements in place to monitor quality and areas where improvements would benefit people are clearly recorded.

People can do some things that are important to them. Some people are able to leave the service as they wish. People get on well with each other, with some describing others as friends. The atmosphere is calm, relaxed and friendly. Efforts are made to motivate people where possible to maintain a level of independence.

People are treated with dignity and respect. Care workers talk about people in a way which shows they have real respect and fondness for the people they care for. Attention is paid to people's appearance and their physical health needs are appropriately met.

## Care and Support

People are cared for by staff who know them well. There is a natural friendliness between people and the staff team, including housekeeping and care workers. One person said it is *"like a big family"* and a relative said how much they appreciate the warm welcome they get from care workers when visiting the service. Care workers say they know people well and relatives confirm this.

Care records are detailed and informative with each person having a personal profile which sets out what, and who is important to them. Daily entries contain information about how people spent their time and what their mood was. Care workers have time to read people's records and find them generally helpful. However there are some gaps, with times when people are repositioned not always being recorded. The manager has identified some difficulties with the system and is trying to resolve these.

People's physical health needs are met. Care workers are able to recognise if a person's skin is at risk of breaking down and know who to contact for specialist advice. People's weight is monitored and action is taken if there are any significant changes. For example, one person was found to be losing weight and a referral was sent to the dietician. Relatives feel kept informed about changes to people's health.

There is a good understanding of the importance of good nutrition. Most meals are prepared using fresh ingredients with meat coming from a local butcher. Care workers know people well, and know what they like and dislike. There is a pictorial menu for people who are able, to see. Alternatives to the main meal are available and food is available outside meal times. Most people are very complimentary about the meals with one describing them as *"lovely"* to *"so so"*. A relative was thankful to be offered a meal when they were visiting and described it as *"first class"*. Meals are fortified to increase their calorific value.

There are some things for people to do. Entertainers come in to the service and other activities include singing and watching the TV. One relative said the service *"could do with more"* when asked about activities. There are some raised beds outside which people enjoy planting when the weather is good.

## Environment

People live in a service which is suitable for their needs. Accommodation is on two floors and there is a lift and a stair lift if people need assistance to move between floors. Bedrooms are comfortable and mostly personalised with items that mean something to people.

There is a lounge, conservatory and dining room for people to use, and during the inspection, we saw all these areas being used with people chatting with each other and with care workers.

There is a good standard of cleanliness throughout the service. There were no malodours and both care workers and people living in the service are satisfied with the standards of cleaning. The housekeeping staff are part of the team and they engage with people in a friendly and relaxed way.

Clear signage helps, especially those living with dementia. Pictorial and written signs show where bathrooms; toilets and communal areas are. They are, however, only in English.

The service is well maintained and in good decorative order. One of the radiators in a bathroom has some rust, but all other areas are in good order. The environmental checks shows the provider monitors the environment as part of the quality assurance process.

The garden areas are safe, accessible and well maintained. They offer a pleasant place for people to spend time when the weather permits.

The kitchen has been awarded the maximum rating of five by the Food Standards Agency. It is clean and has all the equipment needed.

Equipment used appears to be in good condition and has been recently serviced.

## Leadership and Management

There are some effective and robust governance arrangements in place for the oversight of the service and to monitor quality.

A detailed and reflective report has been written by the manager which shows the views of people; their families; care workers and other professionals have been asked for their views.

The responses received are generally positive, with those responding expressing high levels of satisfaction with the service. They reflect the comments made as part of the inspection process.

The Responsible Individual (RI) visits the service regularly and their reports are available for staff to read. The RI covers a range of areas, including staffing; training; the environment and what activities are taking place. Notes are made of any actions that need to be followed up on.

Staff find the RI approachable and responsive.

People are supported by care workers who feel valued and motivated. One told us "*I love it*" when describing their work. Care workers say they have regular supervision where they get constructive feedback on their work. The supervision matrix does not show this is done every three months, as set out as a requirement in the Regulations, but the records we looked at did contain evidence of supervision taking place within the required time frames. Care workers also feel well supported. The manager is accessible and easy to talk to. One worker described her as "*amazing*" and they are able to go to her with any ideas to improve people's care and well-being, and also to discuss and worries or concerns they have,

Care workers are knowledgeable and skilled. While staff have had training in a range of areas, this is not always up to date. Some workers are carrying out Moving & Handling duties without up to date training. We discussed this with the RI who said Covid had impacted on training, but sessions have been booked in to take place in the new year. Care workers are able to ask for additional training if they think this would help them in their work. Some workers are in the middle of courses, and they are supported by their manager and the local college.

Recruitment processes are safe. Staff files are easy to navigate and contain the information needed, including evidence of checks and references.

### 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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