



Inspection Report on

Panorama Bungalow

**Panorama
Leigh Road
Pontypool
NP4 8JE**

Date Inspection Completed

17 March 2022

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About Panorama Bungalow

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Expanding Horizons Ltd
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	19 October 2019
Does this service provide the Welsh Language active offer?	Working Towards. The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People are content, and live in a warm and inviting home which provides good quality support. Individuals have developed strong relationships with staff. Staff know people well and understand their preferences and routines. People are provided with choice and are supported to take part in activities which interest them. People receive care and support provided by care staff who are appropriately recruited, supervised and trained. The service sets high standards, and there is strong commitment to the ongoing development and improvement of the service. There is effective oversight of the service and they have devised a plan for improvements where these are required.

Well-being

People have as much control over their daily lives as possible. A personalised approach is taken by the service. People's preferences are acknowledged and understood. What matters to individuals, and how they wish their support to be provided is documented. Regular reviews of the support provided are completed. Copies of reviews are not always available on each care file, but are accessible electronically. Feedback is welcomed and valued, and forms the basis for the ongoing development of the service. People are treated with dignity and respect by care workers they have developed good relationships with. Care staff are knowledgeable and kind. We received positive feedback about the service. One person's representative told us "*staff are marvellous with X.*"

People are supported to be as healthy as possible. People have contact with other health and social care professionals as required. Care staff know individuals well and are able to promptly identify any changes. Referrals to specialist services takes place where appropriate. However, some personal plans are not promptly updated to fully capture any changes identified. We cannot be assured care workers always have access to the most up-to-date information about the people they support. People are supported to take part in social activities which they enjoy. The service strives to ensure people can access meaningful activities and photographs help to capture people's enjoyment of the activities they have chosen.

People are appropriately protected. There is an effective and up-to-date adult protection policy available at the service. Care workers are suitably trained in adult protection and are confident in their responsibility to identify and report any concerns.

Care and Support

People receive support, which assists them to achieve their personal goals and outcomes. Written documentation available provides detailed social history about people's lives, and identifies people's preferences and how they want their support to be provided. Reviews of personal plans take place, but are not always available on people's care files. Where changes are identified, not all personal plans are promptly updated to reflect these changes. The service provider had identified this as an area for improvement before our inspection. We were shown a comprehensive plan to address this issue moving forward. Regular monitoring of this plan is in place.

People are complimentary about the service and feel it is committed to providing good levels of care worker continuity. Representatives of people living at the service commented positively about the quality of care provided by care workers whom they know well and who they have good relationships with. Care staff spoke positively about their employment. One staff member told us *"I love my job, it's very rewarding."* Another stated *"I feel supported, the manager is really good."*

People receive appropriate support with their medication to ensure they remain healthy. Medication is stored securely and only accessible to care workers with responsibility for its administration. Medication administration records (MAR) are in place. Each contain an appropriate photograph of the individual requiring support, which helps to ensure the correct medication is provided to the right individual and reduces the likelihood of medication errors. Information contained within MAR details the prescribed medication and informs care workers how often the medication is required to be taken. No gaps in signatures were noted which indicates care staff support people to take their medication as prescribed. The manager completes regular medication audits which helps to ensure the arrangements in place remain as safe and effective as possible.

The service shows ongoing commitment to following the most up-to-date guidance to keep people as safe as possible during the Covid-19 pandemic. It is the responsibility of all staff to ensure people live in a clean environment. Written documentation records the frequency cleaning takes place. Staff receive appropriate training on infection control and demonstrate effective levels of understanding in regard to this. On the day of inspection, we found staff were wearing sufficient levels of personal protective equipment (PPE), and were following current guidelines in regard to regular staff testing, in order to mitigate risks.

Environment

People live in a warm and homely environment. The service is located in a residential area in Pontypool, with access to tranquil scenery and views. All bedrooms are single occupancy. Individuals are encouraged to personalise their bedrooms with decoration of their choice, and we saw bedrooms reflect the interests of the individuals who live there. People have choice and we saw them choosing to spend time in their bedrooms, in the communal areas or being supported to access activities within the community.

There is commitment to ongoing maintenance at the service. We saw documentation, which demonstrates equipment and utilities are serviced regularly to ensure they are as safe as possible. Fire safety checks and fire drills take place as required. Up-to-date personal emergency evacuation plans (PEEPS) are in place. Written information is well organised, stored in one place and is easily accessible. There are ongoing plans for the improvement of fixtures and fittings. We were told fire doors have been updated. There are also plans for new flooring, replacement of the kitchen and purchase of new dining chairs.

People's right to confidentiality is respected and upheld. Information is stored securely and only accessible to those who are authorised to see it. The front door is locked and identity checks are appropriately undertaken. Our temperature was taken and our Covid negative test result was checked prior to being allowed authorised entry. This demonstrates the service is aware of and is following current guidelines.

Leadership and Management

The service operates effectively, and is committed to supporting people to achieve their personal outcomes. There is effective oversight of the service. We considered the most recent quality information completed by the responsible individual (RI). We found this to be comprehensive and considered what is working well at the service, as well as identifying any areas which require further development, and detailed how this would be achieved. The service is proactive and has already identified areas where improvements are required. Effective and ongoing arrangements are in place to ensure the identified improvements are achieved. Feedback is regularly encouraged from people using the service, their representatives, care workers and other involved parties such as local authority commissioners and social workers. Feedback appears valued, is listened to and helps to inform the ongoing development of the service. The service has a statement of purpose (SOP) which details the range and nature of the support available to people. People receive a copy of the SOP prior to commencement of the service. The SOP is reflective of the service people receive.

People receive support from care workers who are safely recruited, trained and supervised. On care worker's personnel files, we saw there are comprehensive and safe recruitment practices taking place. Care workers provide sufficient employment histories, proof of identity and references. Disclosure and barring service checks (DBS) are in place, prior to the commencement of employment. These checks are updated at the required frequency. Care workers have access to an induction programme, which is in keeping with guidance provided by Social Care Wales (SCW). There is a comprehensive system of supervision and support provided to staff. Care workers receive regular supervision, which provides time with their line manager in order to support their ongoing development and improvement. Where more frequent supervision is required, this is provided. Care workers receive appropriate essential training and refresher training to support them in their caring roles.

Understandably, since the start of the pandemic the whole of the social care sector is experiencing continued challenges in the recruitment and retention of staff. The service is committed to providing high levels of care worker continuity for people living at the service. Management told us of their desire to recruit the right staff, to ensure people continue to receive good quality support. Consideration of the terms and conditions of employment for staff takes place routinely. This ensures the service remains competitive and employs safe and sufficient numbers of staff to support the individuals who live there.