



Inspection Report on

Llanfair Grange

**Llanfair Hill
Llandovery
SA20 0YF**

Date Inspection Completed

29/12/2022

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About Llanfair Grange

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Parkmore Healthcare Ltd
Registered places	34
Language of the service	English
Previous Care Inspectorate Wales inspection	
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

The service is led by a committed manager who is well respected by her team, the people living in the service and their relatives. The Responsible Individual (RI) does have oversight of the service but his records of visits and reports can be improved to better meet the regulatory requirements.

Care staff are seen to be kind and have a good understanding of the care and support people require. Care records provide information about individuals but need to be kept updated to accurately reflect the needs of the person.

The environment is safe and appropriate infection, prevention and control measures are in place in line with current Public Health Wales guidance. There have been several improvements to the environment and there is an ongoing refurbishment and redecoration plan in place.

Well-being

People's choices and views are recognised. Individuals can participate in one to one and group activities of their choice. The RI seeks their views of in the service during his visits. People can personalise their bedrooms with items important to them such as furniture, ornaments, photographs and artwork. Choices of meals and refreshments with alternative options are readily available.

People are protected from the risk of harm and abuse. Care workers speak caringly about the individuals living in the service and have a good understanding of people's needs and how to meet these. Staff interact with, and support people, in a caring and thoughtful manner. Care records provide information about the needs and preferences of people; however, more details are required to give a better sense of the individual. Care staff are clear on their responsibilities to protect people and this is supported by policies, which are regularly reviewed and updated. People feel safe living in Llanfair Grange.

Appropriate infection control measures are in place and staff are clear about their role and responsibilities around infection prevention and control. The service is clean with no malodours and there is a refurbishment plan in place. Recruitment measures ensure staff working at the service have the right skills and approach to care. The service liaises with health and social care professionals to ensure people remain as healthy as possible.

Care and Support

People are cared for by staff who have a good understanding of their needs. Interactions between staff and individuals are positive and caring, staff members speak enthusiastically about supporting individuals and working in the service. Care workers told us; *“the residents are great; they are why I come to work”*. People and their relatives told us they are happy with the care they receive and praised the care staff; *“I like living here, it feels safe. The carers and [manager] are lovely”*. A relative told us *“I am very happy in Llanfair Grange ,the care very good as is the food there are always choices available”*.

All the people we spoke with told us they feel safe living in Llanfair Grange. Additional consideration should be given to meet the requirements of the “Active Offer” of the Welsh language including having bilingual information readily available.

People are able to participate in regular group and individual activities. We saw a number of people joining in activities during our visit, including balloon tennis. The exercises are well organised, and participants were seen to enjoy the activity. One relative told us *“my mother has just returned from a trip to a local garden centre which she likes to visit”*.

The kitchen has a five star food hygiene rating with varied menus offering daily choices. Meal times appear to be a very positive and enjoyable social event. We observed well-presented meals delivered to people who ate in their own rooms. Two people told us *“the meals are very tasty”* and *“the food is excellent, the cawl was delicious”*.

There are sufficient staffing levels in place to meet the care needs of people living at the service. Care workers respond to requests from people in a timely manner.

Care staff have access to care records, which outline the support people, require to remain healthy. Plans provide information about the needs of people; however, more detail is required to give a better sense of the individual. Health and social care professionals are involved with people, and this is documented in their care records. There are appropriate measures in place for the safe storage, administration and recording of medication.

The service promotes hygienic practices to reduce the risk of infection. Staff wear appropriate PPE and adhere to the current Public Health Wales (PHW) Guidance. Care staff are clear on their responsibilities around protecting people from infection.

Environment

People live in a homely environment that continues to be improved by the RI and manager. Redecoration of some areas, replacement of windows, flooring, improvements to communal bathrooms and toilets are contributing to making Llanfair Grange a more comfortable and welcoming place for people to live. People told us *“the new windows make the rooms feel so much lighter and warmer”* and *“areas of the home look so much brighter after being painted, it looks and feels fresher”*. There continue to be areas of the service which require refurbishment and redecoration; however, the RI has a plan in place to address these.

New and improved signage supports people to orientate around the service. The introduction of coloured handrails and toilet seats allows people to use these facilities safely. Better lighting also helps people safely mobilize. There are restrictors to the windows on the first floor and fire exits are clearly signed and free from obstructions. There are no communal toiletries stored in bathrooms. Care workers records confirm they have attended Health & Safety, COSHH, moving and handling and infection, prevention and control training.

Arrangements are in place to minimise risk to people’s health and safety. Testing and servicing of firefighting and moving & handling equipment is undertaken within the required timescales. Personal Evacuation Plans are individualised and readily available in emergencies. Emergency alarms are accessible and when activated are responded to in a timely manner. Infection, prevention and control measures are in place. Sanitation and PPE stations are located throughout the home. Substances hazardous to health are stored safely and communal areas are uncluttered and free from hazards. There are cleaners employed who keep the service clean and free from malodours.

Leadership and Management

People are supported by staff who are knowledgeable and competent to care for people living in the service. Staff told us they feel well supported by the manager and deputy manager *“they are smashing, really supportive and helpful”* and *“[manager] is great, she goes out of her way to help staff and residents”*. Staff feel confident should they have a concern: they can speak to a member of the management team and their concern would be listened to and acted upon. Care workers spoke very positively about working in the service including; *“I Love working here, we are like one big family”* and *“It’s a lovely place to work”*.

Staff records show they receive an induction, have regular supervision and an annual appraisal. Staff attend a range of mandatory and service specific training and the service’s training matrix corroborated this. Care staff told us about the training they have attended and were able to demonstrate a good understanding of their role in the protection of individuals and safe moving and handling procedures. Staff also told us they were particularly pleased with the Dementia Care training they had attended and felt they learnt a lot from it. We saw staff following appropriate infection, prevention and control measures and they were able to explain to us their responsibilities in reducing the spread of COVID-19. There are up to date and regularly reviewed policies and procedures in place to support staff. Recruitment records hold all the required information and checks.

Staff recruitment records hold the required information, including details of Disclosure and Barring Service (DBS) checks which were not being renewed within the require timescales at the last inspection. Full facial photographs of staff were discussed with the manager during the inspection.

There is oversight of the service by the RI. He visits the service regularly and speaks with staff and people. These visits are being recorded and Quality of Care reports are being produced, however, more details are required in both. On-line notifications to CIW are being submitted and the service is operating within its Statement of Purpose.

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

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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