

# Inspection Report on

**Pine Cottages** 

Denbigh

## **Date Inspection Completed**

22/02/2024



### **About Pine Cottages**

Type of care provided	Care Home Service
	Adults Without Nursing
Registered Provider	Mental Health Care (Community) Limited
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	18 July 2022
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

#### **Summary**

People are generally happy living in Pine Cottages and relatives feedback is mostly positive. A relative told us their family member is "happy living in Pine" and refers to it as "home". People are involved in their care and support and make choices about their lives. They work towards achieving their goals with progress monitored on a daily basis. There are many opportunities for them to be involved in meaningful activities, attend events and build positive relationships with others. Staff told us "The feeling of getting the best out of everyone is a good feeling".

People are supported by a mixture of staff; some know them very well and new staff who are still getting to know them. Staff feel valued and supported with some mixed comments about their learning and development.

The service is well managed and led with robust systems and processes in place for good oversight of the service. The responsible individual (RI) visits three monthly and six-monthly quality of care reviews are completed looking at ways to further improve the service. The manager attends comprehensive monthly management meetings and different focus groups are held to share, learn and promote best practice.

#### Well-being

People have control over their day-to-day life. Staff receive training in communication, use signs and visual aids to support this and some staff are also Welsh speaking. Communication passports record important information for all staff to be aware of. People contribute to their personal plans, have one to one meetings and can be involved in resident's meetings and their own reviews. These provide opportunities for them to continue to do the things they enjoy, make changes, and have new experiences. Professionals told us staff "had obviously worked hard to get to know their likes and dislikes and were incorporating these interests into their day to promote engagement and participation".

Peoples physical, mental health and emotional wellbeing needs are mostly met. Professional feedback includes the "Person seemed happy and relaxed in their accommodation and with support staff, who appeared to know them well and anticipate their needs". Detailed health information records people's appointments, checks and any support needed. Staff comments include "staff care about the wellbeing of the residents". People are encouraged to look after themselves with healthier eating and creative ways are used to promote exercise. People work towards realistic goals which are achievable and have fun and meaningful activities available at home, at the activities centre and in the local community. This includes arts and crafts, sports, music and gardening. People can get involved in events for example, the Christmas market where everyone had their own stalls to sell the things they had made. Newsletters share positive good new stories including the first-time people have tried something, achievements, celebrations, birthdays, competitions and guizzes. People are supported to visit and spend time with those who are important to them. A relative told us "We are happy for X to be living in Pine Cottages and find it a good set up with pleasant support staff and managers". Another relative told us they look after their family member, cater to their needs, get to know them and are "very good" with them.

People are protected from harm. Staff receive training in safeguarding as well as other topics to keep people and themselves safe. Policies and procedures are in place and kept under review. Risk assessments and other detailed strategies are followed by staff. Information about how to raise concerns and who the RI is, are on display for people and visitors to see. Relatives told us they can raise any concerns.

#### **Care and Support**

People have personal plans which are reviewed and updated. Personal plans contain very detailed information about their care and support. People, families, managers, staff, and others contribute to these plans which are reviewed three monthly and updated as and when required.

People are provided with good care and support through a service which consults with them, considers personal wishes and any risks. Personal plans include preferred language, likes and dislikes and preferences. Health needs are clearly recorded with health action plans, a 'diagnosis' booklet and hospital passports in place. People are encouraged to exercise through fun activities like basketball and swimming with the whole pool hired out for them to use. A relative told us their family member has options if they choose to do something such as having a massage, going swimming and visiting the beach. Events are available locally including pantomimes and going to watch wrestling matches. People celebrate their birthdays the way they want to. We saw photos of people going out, enjoying themselves and visiting different places of interest.

Peoples progress towards reaching their goals is monitored and recorded on a daily basis. Management provided examples of people's achievements including improved personal care, increased communication skills, activities, community access and going on holidays. They spoke of reductions in the level of staff support needed, more acceptance of new staff and moving people on to more independent living. Relative's feedback included some suggestions about improvements which could be made to peoples care and support and we discussed these with the RI. A professional commented on being pleasantly surprised to find a person who was "more vocal, appeared more alert and was being more physically active than they have been" in the past. Staff follow risk assessments and strategies in place to keep people safe. A professional commented on how the management address issues proactively and do everything they can to resolve these and keep everybody as safe as possible.

The service promotes hygienic practices and manages risk of infection. Staff receive training in infection control, there is a policy on this and audits are carried out to pick up on any issues. Staff have access to personal protective equipment (PPE). The local health board has visited, provided advice and helpful tips about preventing infection with all staff provided with workbooks.

#### **Environment**

People live in accommodation which is homely and well maintained. There are four separate cottages and we visited all of these. Rooms are personalised to reflect people's preferences and their various hobbies and interests. They are involved in how their homes look and are decorated with their choices of wallpaper. Lounge areas are nicely decorated and well-furnished providing a comfortable place for people to relax. Staff commented "It is a homely environment". The manager told us about improvements that have been made in each of the cottages with work either completed or due to be done to further enhance them. Relatives told us it is a "lovely little place" and ideal to suit the person's needs. Some comments included improvements that could be made and we spoke to the RI about these. Maintainence plans and logs record any work required. On the day we visited a cooker was being fixed and the manager told us the people carrying out the maintenance work are "very good, very helpful". Each cottage has a separate garden area for people to access. The manager spoke about people helping to paint a memorial bench paying tribute to a person who use to live there.

The service provider identifies and mitigates risks to health and safety. Monthly fire drills are carried out at different times of the day to see how people and staff react in the event of an emergency. Records include the time taken to evacuate, number and names of those who participated and any further action required. The manager and deputy manager have completed fire marshal training and staff also receive fire training. We saw records of weekly and monthly checks being made regarding fire equipment to ensure it is kept in good working order. Personal emergency evacuation plans (PEEP's) are completed which now include specific coordinates so that in the event of an emergency their precise location can be easily identified. The manager told us there is a health and safety officer who is very helpful. A wide range of audits are carried out in order to identify any issues and address these. Staff complete core training to ensure they keep people and themselves safe and policies are reviewed and updated.

#### **Leadership and Management**

People are supported by staff who are recruited, trained and feel valued in their roles. The manager told us there are plenty of staff available which is a nice position to be in. A staff file contained all the relevant information showing a robust recruitment process is in place. Staff receive a thorough two-week induction and lots of training to ensure they are able to meet people's needs appropriately. Staff commented on their learning and development as "excellent" and "needs improvement". The managers monthly report for the RI includes what training has been booked and any required. Staff feel valued and supported and told us this is "excellent". They receive supervisions bimonthly and attend team meetings. Staff commented "I enjoy working here the managerial support is excellent" and are positive about the "support from my manager and deputy manager". Relative's comments include "Some of the longer serving staff are excellent. We are still getting to know the newer staff, many recently recruited". Staff and relatives offered some suggestions on improvements that could be made and we discussed these with the RI. The manager told us they have a mixed staff team in place now and are trying to get more consistency.

The service is well managed and led with systems and processes to ensure good quality care and support for people. The manager has a deputy manager who is settling into their role. Relatives told us the manager "is great" and professionals commented that they are "informative". Management feel really well supported by the RI who is "definitely someone you can go to for advice". The RI visits three monthly and six-monthly quality-of-care reviews identify what works well and any improvements needed. The management told us about all the positive changes that have been made to the service. The manager produces monthly reports for the RI, attends management meetings and they complete audits in other services to ensure standards are being maintained. Different focus groups are held to review, research and share information and good practice. The manager told us we "All work together sharing good practice and supporting colleagues" and it is "All about us succeeding together". Staff commented "I feel lucky to work here". Professional feedback includes "I find the service provision to be of a high standard and would recommend for others who may require such specialist services".

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	

N/A	No non-compliance of this type was identified at this inspection	N/A
80	The quality of care review does not include all the necessary information	Achieved
57	We did not see evidence that fire evacuations had been carried out as there is no record of this.	Achieved

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