



Inspection Report on

St Chamond's

**St. Chamonds Care Home
Hillside
Prestatyn
LL19 9PW**

Date Inspection Completed

26 October 2023

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About St Chamond's

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	St Chamond's
Registered places	20
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection of the service since it was re-registered under the Registration and Inspection of Social Care (Wales) Act 2016
Does this service promote Welsh language and culture?	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 are happy with the care they receive. They are occupied through a range of activities and enjoy the companionship of staff and each other. Each person's plan of care covers all emotional, mental, and physical needs and considers any associated risks. They are reviewed regularly to keep them up to date. Visitors to the home praise the care and compassion of the care staff and management in the home. Care staff enjoy their work and feel part of a team; they feel their contribution is valued and management is fair and respectful.

Care staff are trained in a range of relevant topics to help ensure safe, effective practices and there are always nurses on site. The home is homely and comfortable; it is spacious and equipped to assist independence. There are different spaces to sit, so people can choose to watch television, socialise, or sit in peace and enjoy the views from the conservatory. The manager seeks the views of people living in the home and the feedback from the last survey concluded good or excellent in all areas. The provider of the service has good overview and is aware of what the service does well, and what it can do better.

Well-being

People have choice and control regarding the care and support they receive at the home. People, their relatives and any professionals involved, contribute their views to the care plan to ensure specific needs and preferences are captured accurately. There is a specific document that captures what matters to the person, what they enjoy and how they like to spend their time. People can choose where they want to spend their day, some choosing the spacious lounge or conservatory and others enjoying their own bedrooms. There are activities available for those who want to partake including chair exercises, crafts and pamper sessions. People can visit the local town and go out with family. There is a daily menu including two options for each meal although people can choose to have something else if they wish. People's religious needs are met, we saw clergy people visit the home and people can follow their own faith. The television in the main lounge connects to the internet so people can watch films, sports and listen to music.

People's physical, mental, and emotional well-being is looked after by trained care staff who seek professional advice as it is required. Families are always informed of any changes in a person's health. Records show people's care and support needs are reviewed frequently so that any changes are quickly identified. We saw examples of people's improving health and wellbeing since coming into the home.

People are protected against poor practices, abuse and neglect as staff are trained in safeguarding and there are policies in place to guide them. Care staff we spoke with know what to do if they have any concerns about practice in the home. The manager is always available so staff can discuss any concerns quickly and staff feel they can talk freely to them at any time.

People enjoy living in the home. It is clean, tidy, warm, and bright; efforts are made to ensure it is a homely and welcoming environment. Each bedroom is personalised with people's own photographs and other things that matter to them. Most bedrooms have en-suite facilities and there are bath and shower rooms designed for people to access easily and safely. Grab rails and personal mobility aids help people get around independently if they are able and a lift allows them to move between floors. Outside, a decked area provides seating and space to socialise and enjoy the views.

Care and Support

People, their families and health professionals are consulted and fully involved in drawing up care plans. We saw 'what matters' documents record people's preferences, their interests and hobbies. One person's plan said they like to watch football and we saw they did this; another said the person likes to lead a prayer session with other like-minded people and they do this daily. Another person enjoys music and, as they are unable to communicate their preferences, staff have played different types of music to gauge the persons reactions and determine the music most appealing to them. A variety of activities are provided to those who want to participate, and an internet connected television enables people to listen to music concerts, watch their favourite sports and movies. One person told us staff bring them their favourite magazine every month; they enjoy frequent chats with staff as they go about their work. Visiting relatives praised the care staff and expressed surprise at how much progress their relative has made since being in the home.

Care plans and associated risk assessments are kept accurate through regular reviewing of people's needs. Every element of the care plan is considered at each review, changes made where necessary. Visiting relatives told us they are kept informed of any changes or concerns. They feel involved in the person's care and their views have been listened to. One relative expressed high praise for the standard of care provided particularly around the care and compassion of staff. They described how staff kneel to talk to residents to ensure they are on the same level and *'they have hearts of gold'*.

People are supported to access healthcare and other services to maintain their ongoing health and wellbeing. Relatives told us they are immediately informed if there are any concerns. Records illustrate health professionals are promptly contacted if advice is required. Qualified nurses are always available on site, and their training is current. We saw medication is reviewed and health constantly monitored. One person came into the home on diabetic medication and now no longer requires this since their condition is managed by diet alone. Another person has fallen much less frequently since coming in to the home and having their medication reviewed.

Medication is safely administered and securely stored, and we saw the administration records are completed. The lead nurse checks this record daily to ensure they are accurate. All those with medication responsibilities are trained to do so and their ongoing competency is checked.

Environment

The provider ensures people's care is provided in a location and environment that helps people achieve their personal outcomes. The service is located near a seaside town and some people take trips out to do some shopping. Relatives pick people up and take them to local eateries. The home is well maintained and is tidy and clean throughout. There are floral scents around the home and flowers set in vases and bowls upon furniture in different communal rooms and hallways. The hallways are wide and allow people to walk safely while holding on to handrails and using their mobility equipment. The environment is homely, and rooms are decorated in light colours giving a fresh airy appearance around the home. Some bilingual signs can be seen around the home for people whose first language is Welsh.

A large sitting room and conservatory allow for choice about where people want to sit, and an outdoor decked area provides seating and entertainment when the weather permits. Bedrooms are personalised and have people's pictures, photographs and other things that matter to them. We saw shower and bath facilities suitable for everyone's needs and all rooms have ensuite facilities. The tables in the dining room are set with place mats and napkins held in ornate napkin rings. Candelabras hang from the ceiling and windows are dressed with quality curtains and drapes. One person said the best thing about living here is *'it is my home'*. Others also said they felt at home here. We saw evidence of investment with some recent decoration and floor coverings fitted; this reflects the services documented 12-month plan of works to be completed. The Responsible Individual (RI) has good oversight of the environment, they know what needs to be done and invests in areas of benefit to the residents. More investment is planned to further improve the environment and keep it safe.

The provider enlists the expertise of others to check the home is as safe as it can be. We saw certificates and other confirmation of recent electrical, gas, water and fire safety checks. We saw routine safety checks are carried out at the required frequency and we saw evidence the provider has acted on recommendations to keep the building safe. There is a maintenance log which staff add to if they see an area for repair or renewal and dates show matters identified are remedied quickly.

Leadership and Management

St Chamonds' RI oversees the service and is also the manager of the home. They are present most days working alongside a clinical lead nurse who also takes care of the day to day running of the home. The RI has good oversight of the home as they are a key part of the operation. They know the needs of people living in the home and the skills and expertise required of the staff group to meet these needs. They know what needs to be done in the home environment to ensure people living here can reach their personal outcomes safely.

Quality assurance systems include issuing surveys to people using the service and their relatives. We saw the last surveys concluded people are very satisfied with the service; all areas of the survey had outcomes of very good or excellent. We saw a quality of care review report recently completed with conclusions drawn from surveys and audits. The RI knows what is working well and where it can be further improved. A visiting professional expressed their positive views about the care planning and risk assessments completed for everyone. They expressed confidence in the care provided in the home.

There are sufficient staff employed to meet the needs of people living in the home and they are all trained to help ensure they provide effective care and support. We spoke with staff who told us they work together as a team; they feel well supported and describe management as approachable and respectful. Staff said they feel valued; they are thanked for their contribution and told of any compliments received from relatives. Records show staff are trained in all manner of subjects relevant to the needs of people; there are qualified nurses employed and staff dealing with food are trained in methods of feeding, soft diets, nutrition and food hygiene. A range of policies and procedures are available to guide staff who are required to read these during induction.

Care staff meet with a member of the management team every three months for supervision on a one-to-one basis, to reflect on practice and check competence in areas of their work. There are also regular staff meetings so people can share information and express views. We saw there are safe recruitment processes in place; records show all staff are properly vetted prior to employment and they must complete a probationary period satisfactorily.

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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