



Inspection Report on

Glynbargoed Care Home

**Glyn Bargoed House
Glyn Bargoed Road
Treharris
CF46 6AA**

Date Inspection Completed

31/01/2024

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About Glynbargoed Care Home

| | |
|---|---|
| Type of care provided | Care Home Service Adults Without Nursing |
| Registered Provider | Roemmarsh Limited |
| Registered places | 24 |
| Language of the service | English |
| Previous Care Inspectorate Wales inspection | 21 September 2022 |
| Does this service promote Welsh language and culture? | This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture. |

Summary

Glynbargoed have a close staff team that work well together. Staff members show genuine warmth and care for the people they support. There is an activities co-ordinator, who brings people together in the communal areas during the day, and the general staff team engage people in conversation and interaction throughout the day. The management team is stable, and the staff team is cohesive. Care plans are completed and reviewed, but the staff should include more of their knowledge about people in their documentation. There are good relationships between staff at the home and local GPs and community nurses. Areas that contain potential hazards to people's health are not always kept locked. Staff are sufficiently trained and supported in their roles and show a passion for people's wellbeing. The RI (Responsible Individual) has oversight of the service, and the manager feels supported in their role.

Well-being

People are supported to have control over their day to day life. Throughout our inspection, we observed all staff members showing genuine interest and care for people and supporting them to spend their day as they wish. People move freely around the home but we observed most people choosing to spend their time in the small and large lounges together. There are options for all meals, however the kitchen staff also make specific meals and snacks at people's request, and accounting for their dietary needs. There is an activities co-ordinator employed to engage people in tasks and activities and encourage them to interact with staff and each other throughout the day. Care staff support this by conversing with people, singing songs, and generally creating a fun and lively atmosphere.

Staff at Glynbargoed support people to be as healthy as they can be. We saw evidence of regular contact with GPs and community nurses whenever people need additional medical input. Referrals to other specialist practitioners such as speech and language therapist are also made as appropriate. People whose needs have increased since moving to Glynbargoed have nursing assessments to determine the level of care required and if this can be safely delivered in their current setting. Medication is delivered on time and stored safely in a locked treatment room. We spoke to a senior carer who was able to explain the full administration process, with knowledge of controlled drugs and PRN (as needed) medication. If any medication errors occur, these are responded to, and advice sought appropriately.

There are systems in place to protect people from harm or abuse. We found care workers and management are competent to identify any concerns and report them. There is a safeguarding policy in place for additional guidance if needed. Care workers we spoke to said they find the manager approachable and would discuss any issues with them.

People feel comfortable and settled in the home's environment. The main lounge is large and is where most people spend most of their day. This is a fun and lively environment. There is also a smaller lounge used by people who want a quieter environment. A purpose built visitors' room allows people spend one on one time with visitors without going to their bedrooms. All areas of the home are accessible for people living there, however some rooms that may contain hazards to people's safety are not consistently locked.

Care and Support

People gave very good feedback about their experiences of living in Glynbargoed and the care and support they receive there. They told us: *“I think it’s very good here”*, *“The staff are very good”*. Staff members we spoke to showed affection and enthusiasm for the people they support: *“We’re like a family here”*, *“I feel like we all treat the people here like they were one of our own”*. We observed an ethos of inclusivity, with people encouraged to be with the wider group, even if they were doing their own activities whilst others do something else.

Personal plans and risk assessments contain the information needed for people to be able to get the care they need when they need it. However, we found that care staff have so much knowledge about the people they support, and this could be reflected better in written documentation. Care plan reviews are completed consistently, but again could note more of people’s general presentation and wellbeing. We discussed this with the manager, and explained how all the personalised support staff give to people at Glynbargoed is evidence of them working toward each individual’s outcomes, and this should be recorded as such. Daily notes and supplementary charts are filled out consistently. Accidents and incidents are logged, and raised with the management team for any actions that may need to be considered.

There are sufficient infection control measures in place. We observed personal protective equipment (PPE) being used appropriately for close contact care. Teams of domestic and laundry staff are employed, and we found the home to be clean and tidy. Processes are followed for safe and effective disposal of clinical waste.

Environment

People live in an environment which enhances their wellbeing. The home is set over two floors, there are stairs with stairlifts, but no lift, which is a consideration made when the manager completes pre-admission assessments. There are a variety of communal areas people can use depending what mood they are in and how they wish to spend their time. People's bedrooms are personalised and contain their personal belongings, and the décor in general gives a warm, homely feel. There are three bedrooms on the ground floor, next to the main lounge. These are occupied by people who receive more care in their rooms than others living in the home, but the location means they can still get the atmosphere from the main lounge, and care staff can easily check in on them regularly.

The home is maintained to a good standard. There is a maintenance worker employed to complete regular monitoring checks and small repair or replacement jobs. External contractors are also employed to complete servicing and maintenance of facilities and utilities, such as mobility aids, stairlift, and the fire system. People have personal evacuation plans in place, which detail the support they would require to evacuate in an emergency. Not all areas of the home that could contain potentially hazardous items, are locked. We were able to access the kitchen, maintenance area, and hairdressing room, which were unlocked and unsupervised at the time. As there are many people in Glynbargoed that are independently mobile and have dementia care needs that mean they may not be able to risk assess hazards, this could potentially place their safety at risk. We have advised the provider that this is an area for improvement that we shall follow up on at our next inspection.

Leadership and Management

All staff members we spoke to during our inspection, including care, domestic and kitchen staff spoke very positively about working at Glynbargoed and the people they support. They told us: *“Things are well organised here”, “I’ve worked in care for ten years, but I still had to shadow people for two weeks when I started here, they do it properly”, “The management are great, they are supportive and make sure any problems are got on to straight away”, “everyone gets on here”*. Many of the staff have worked at the home for many years. At present, the home is well staffed and have no need for agency staff.

People are supported by staff who are safely recruited, well supported, and trained suitably for their roles. We sampled a selection of staff personnel files and found they contained all the required recruitment information and vetting checks. All staff members are currently working in the home with an up-to-date Disclosure and Barring (DBS) check. Supervision sessions, which are one to one session between a staff member and their line manager, are held regularly. Staff have completed both theory and practical training sessions in mandatory training to update skills and knowledge.

There are quality assurance processes in place. The RI has overall oversight of events in the home and completes quarterly quality monitoring visits and biannual quality of care reports as required by regulations. There is also a colleague of the RI’s who visits the home when the RI is not available and provides an additional line of contact to the manager. The manager reports feeling well-supported. The manager, deputy manager and administrative assistant all work well together, and with the staff, and this gives a stability and consistency to the staff team.

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 |
|------------|---------|--------|
|------------|---------|--------|

| | | |
|----|---|-----|
| 44 | The provider has not reduced potential hazards to safety as much as possible. Areas containing potential hazards need to be locked to prevent access to people living at Glynbargoed. | New |
|----|---|-----|

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