



## Inspection Report on

**Perrots Lodge**

**Perrots Lodge  
Avallenau Drive  
Haverfordwest  
SA61 1XN**

## **Date Inspection Completed**

12/12/2023

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## About Perrots Lodge

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Elliots Hill Care Ltd
Registered places	8
Language of the service	English
Previous Care Inspectorate Wales inspection	20 December 2022
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 receive care and support from a service which has some exceptionally robust processes for quality monitoring, with a strong focus on person centred care and ongoing improvement.

Relatives have a high level of confidence in the service and quality monitoring carried out by the provider shows a high level of satisfaction with the service.

Care workers are safely recruited; suitably trained and well supervised by a manager and team leaders who are well respected by the team.

Comprehensive and up to date care and support plans inform people's care, which is offered by a team of motivated workers who know people and know what is important to them.

## Well-being

People are safe and protected from abuse, harm and neglect. This is because care workers know their responsibilities in relation to safeguarding and are wholly confident their manager would deal with any concerns raised and take the actions necessary. Care workers have completed safeguarding training.

The environment contributes to people's well-being. The service is well maintained and in good decorative order. It is light bright and airy. Hallways are spacious and there several areas for people to spend their time, either on their own or with others. People's privacy is maintained because they are able to lock their bedroom doors if they choose to do so. Bedrooms are personalised and the lounge areas comfortable.

People can do some things that are important to them. This includes going to groups in the local area, as well as some activities within the service. They can help in the kitchen and some enjoy helping out with some of the general housework.

Care workers are well supported and are suitably trained meaning they are able to meet the needs of the people they support. They are able to raise any ideas or concerns with the manager and are confident of a helpful and timely response, meaning changes can be made to people's care quickly if necessary. The atmosphere is relaxed and well organised and there are some supportive and encouraging interactions, as well as some friendly banter, between care workers and those they support.

## Care and Support

Care and support plans are detailed. They contain the information to make sure care workers know how and when care is to be offered. Records are mostly up to date and there are plans for a range of areas including mobility; personal care; mental health and nutrition. Each person has a helpful personal profile setting out what and who is important to them and how they like to spend their time. Daily entries are made contemporaneously and are informative, but not always reflective of the person-centred way care and support is offered.

People's physical health needs are met. Regular repositioning is carried out to make sure the skin of people whose mobility is limited remains intact. Appointments are arranged to make sure people's dental health is monitored and some people attend for optician's appointments. Moving and handling aids are available and these are clean and in good condition. People's weight and physical observations are recorded.

There is an understanding of the importance of good nutrition. People are encouraged to make choices about their meals and care workers have a good knowledge of what people like and dislike. Most meals are made using fresh ingredients and there is little reliance of processed food. Special diets are catered for and referrals made to health professionals as necessary. Some people are happy to help with meal preparation and care workers try, as far as possible, to help people maintain their independence.

People can do things they enjoy. Some join in activities and groups in the local community, and others enjoy spending time with their family and friends both at the service and away from it. One person chose a new puzzle for those living and working in the service to enjoy doing over Christmas.

Care workers know people well. They know what and who are important to them. Interactions between people and those supporting them is friendly and relaxed. One person was upset, and a care worker offered them a hug which was well received. This shows people are comfortable with the staff. There is a level of good humoured banter between people and care workers, again showing a rapport has been built. A relative spoke highly of the relationship individuals have with those caring for them, describing the support as "*fantastic*".

## Environment

People live in a service which is suitable for their needs. People are able to move easily throughout the property because all accommodation is on one level.

All bedrooms have ensuite facilities and they are personalised to each person's tastes with photographs and ornaments. One person was proud to show us their room and said how they help keep it tidy.

The communal areas are spacious; light and airy. There is space for people to spend time with each other, or on their own if they prefer. There are two kitchens as well as bathrooms which have hoists for people whose mobility is limited.

Standards of cleanliness are good throughout and the property is well maintained. Reports kept by the provider show external agencies are very complimentary about the cleanliness of the service. A member of the external cleaning company said the care workers keep the service "*spotless*" and spoke about how homely the service is and how friendly people are.

There is some outside space which is secure and when the weather allows, some people are involved in growing flowers and vegetables.

There are some robust governance arrangements in place to make sure equipment and services are appropriately maintained.

## Leadership and Management

There are some exceptionally effective and robust governance arrangements in place to monitor quality. A detailed Quality of Care report sets out where the service considers they are doing well, and also areas for improvement and development. The Responsible Individual (RI) spends time in the service and identifies areas of good practice and where improvements would benefit people. A range of checks are carried out, including audits of care records and people's money. These show a high level of compliance.

There is a very strong focus on quality with all staff, regardless of their role in the service, understanding the contribution they are required to make, and how the main purpose of their work is to make sure people receive the best quality of care and support possible.

Care workers are appointed following a safe and robust recruitment process. Appropriate references are obtained, and the necessary safety checks are carried out. All relevant risk assessments are in place and regularly reviewed by a senior member of the team. The electronic system highlights when checks are needed to ensure they all remain up to date.

There is a big emphasis on training. Within the main office base, there is a designated training room. Senior staff have recently completed some specific training and workshops, and care workers have up to date training in areas including acquired brain injury, safeguarding and caring for people with a learning disability. During the inspection, a large group of staff were being trained in First Aid by a skilled and motivated trainer who is well regarded by the staff team. Professionals spend time educating staff to make sure their knowledge and skills are up to date. Care workers consider they are sufficiently trained to carry out their duties safely and effectively. They are able to request additional training if they think this is needed.

Care workers receive regular supervision and also get feedback on their work to help them in their professional development, and the matrix shows supervision is up to date. Senior staff, including the RI visit the service regularly to talk to people and those supporting them, and to observe practice and check the environment. Some workers have been promoted within the company which shows they, and their work, is valued by their managers.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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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