



# Inspection Report on

**Waungron Mansion Residential Care Home**

**Waungron Mansion  
Whitland  
SA34 0QX**

**Date Inspection Completed**

29/03/2023

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## About Waungron Mansion Residential Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	joanne bain
Registered places	15
Language of the service	English
Previous Care Inspectorate Wales inspection	26 April 2022
Does this service provide the Welsh Language active offer?	The service is working towards providing 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. It is arranging to be able to offer documents in Welsh

### Summary

People who have made Waungron their home are cared for, with dignity and respect, by a small team of experienced care workers.

People are able to exercise choice and influence their care. Care workers know people well, and know what and who is important to them. Good relationships have been built between workers, the people they care for and their relatives. Care records could be developed to make sure they reflect the person centred approach and values of the service.

People, and their relatives, are happy with the care and support they receive and have a voice, feeling able to raise any concerns with the staff team. Care workers complete relevant training and have supervision to support them in their role and they feel valued by the management and also part of a good team.

The manager has a very good knowledge of the service and there are some effective governance arrangements in place, but some arrangements need strengthening for the provider to fully meet their responsibilities.

## Well-being

People are safe because care workers know what they must do if they suspect a person is at risk of harm or abuse. They know to report any concerns to their manager and are confident these concerns would be dealt with appropriately.

The property is safe because it is kept locked and answered by staff.

The relationships people have with those caring for them help enhance well-being. Workers describe it as like a big family and one person described those caring for them as "*marvellous*". We saw some friendly and supportive interactions and most people find the workers kind and patient. One person, however, said one staff member is not always patient with them and we discussed this with the manager.

The physical environment contributes to some degree to a sense of well-being. Parts of the home are in good decorative condition and it is homely. However some parts are in need of refurbishment and redecoration. People are able to enjoy the outside spaces including the gardens and the chalet.

Well-being is enhanced, to a degree, by people doing things that matter to them. There are some activities offered and consideration is being given to the appointment of an activities co-ordinator. The service has recently bought a minibus and some relatives think this will be a welcome addition, giving people the opportunity to spend time away from the service.

## Care and Support

People's physical health needs are met. A district nurse visits as necessary and the service describes having excellent support from the local GP surgery with weekly phone calls and each person having their medication reviewed every three months. People's weight is monitored and an optician visits.

There is an understanding of the importance of good nutrition. Meals are made using fresh ingredients and there is little reliance on processed food. People are mostly satisfied with the meals, with one saying "*it's like a five star hotel. There is no chance of being hungry*". The lunch time meal appeared appetising with portion sizes appropriate. Food is available outside of mealtimes and alternatives are available. The cook takes pride in their work, recognising the important role they have in the service. Special events are celebrated with plans being considered for the upcoming Coronation and the 30<sup>th</sup> birthday of the service. Most people eat their lunch and evening meal in the dining room which is a sociable time for people, while some choose to eat in their rooms.

Staff find the care records helpful and have time to read them. Care plans are written for a range of areas, but these are often generic and not person centred. Some people have a detailed 'This is Me' document which provides details including *I would like you to know; my life so far; things that worry and upset me and how we can communicate*. The provider has agreed to try and complete this document for everyone. We have asked the provider to ensure the language used in records is person centred and strengths based. Daily records are repetitive and do not provide any record of how the person was and how they had spent their time. We discussed this with the manager who agreed to consider ways to make the records more meaningful.

Care workers have a good knowledge of people, of what they enjoy and who is important to them. However, this person centred approach is not reflected in the care records.

People can do some things that are important to them. There are armchair exercises most days and one person told us how much they enjoy these. Some people are knitting for a local special care baby unit. Some relatives think people would benefit from more activities, but other say the frequency of them is about right.

## Environment

People live in a service that is suitable for their needs. Accommodation is provided over two floors and there is a lift making it easier for people to move between floors.

The service retains some attractive original features and there is a maintenance and refurbishment programme in place as parts of the service are dated and in need of modernising. One person needs a replacement bathroom as the current layout is not suitable for them.

There are no malodours and the service is clean and the communal areas are in good decorative order.

Most bedrooms are comfortable, with one describing theirs as “*beautiful*”. Most have been personalised with photographs, ornaments and soft furnishings and some have en-suite facilities.

A new garden room will give people the opportunity to spend time outside in a safe and pleasant environment, and work is taking place to prepare one of the patio areas for planting some fruit and vegetables.

The outside door is locked to reduce the risk of any unauthorised entry, as well as reducing the risk to people who may be vulnerable if they were to leave, but some people have the code meaning they can leave and enter the service at any time.

## Leadership and Management

There are some effective governance arrangements in place to monitor quality, other systems lack rigor. There is evidence of weekly and monthly fire safety checks as well as checks to the lifts and fire safety equipment.

There are plans to introduce a comprehensive environmental checklist and the manager carries out night checks which looks at areas such as staff wearing the correct uniform and how clean the service is. A recent medication audit highlighted the lack of a suitable fridge so a lockable one is being bought.

The RI has written a report which provides evidence of people, their relatives and workers being talked with, to get their views but the provider should ensure a system of ongoing quality monitoring is bedded into practice to ensure compliance with Regulations.

Care workers feel they have had the training they need to do their job safely and effectively. The training records show training is mostly up to date with some workers either doing, or about to start additional training. Care workers also receive supervision and the matrix shows this is up to date. Workers consider they get feedback on their work and feel both supported and valued. They are able to raise any ideas or concerns and are confident of having a timely and helpful response.

Staff files could not be inspected as the manager was temporarily unable to access the cabinet. The provider is to set up a system whereby staff information is stored safely but can be accessed in the event of an emergency.

The management of the service has been strengthened with the appointment of two deputies. These have taken over some responsibilities and will free up some time for the manager to focus more on quality assurance and good governance.

### 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
73	The RI meets all the requirements of this regulation but was unable to show me records to clearly evidence it.	Achieved

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