



# Inspection Report on

**Langton Hall Care Home**

**Langton Hall Residential Home  
Dwrbach  
Fishguard  
SA65 9RH**

## **Date Inspection Completed**

25/04/2023

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## About Langton Hall Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Mavalon Care Ltd
Registered places	24
Language of the service	English
Previous Care Inspectorate Wales inspection	8 <sup>th</sup> June 2022
Does this service provide the Welsh Language active offer?	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

Langton Hall is a well-managed service which maintains a relaxed atmosphere that helps people and visitors feel at ease. People and their relatives are happy with the service. Care workers are friendly, enthusiastic and strive to make a difference to people. Good communication channels are evident throughout the service, with prompt referrals made to health and social care professional made where necessary.

The manager is professional, approachable and takes action in a timely way. The Responsible Individual (RI) is in regular communication, carrying out quality reviews and consulting with people and staff. Care workers feel well supported by the manager and RI.

Staff demonstrate a good knowledge of the people they support. They attend training relevant to their roles and the support they provide to people on a daily basis. The internal and external environment are kept in good order.

## Well-being

People and relatives told us they feel safe. Detailed initial assessments are carried out prior to people moving into Langton Hall. People and relatives told us that communication is good with service. They know how to raise any concerns if needed and are confident they would be listened to and the relevant action taken.

People are supported to have as much control over their day to day lives as possible. The service used different communication techniques to help people understand information and do things they enjoy. The service consults with people, or their representatives, about how they wish to be supported. We saw that people's preferred routines are set out in their personal plans. Care records include details about people's backgrounds, which care workers are very familiar with. The responsible individual (RI) asks people about their experiences during quality audits, to make sure the service is meeting their needs and expectations.

People told us they are happy at the home and that they get on well with care workers and with the manager. Care workers know how best to support people and do so in a relaxed, confident way that puts people at ease. The service uses a range of information to develop personal plans that outline people's individual care and support needs and the goals they would like to achieve. Risk assessments are carried out to identify the safest way for care workers to support people. The service manages people's medicines appropriately and makes sure people receive support from medical and specialist services, as needed. There are suitable infection control measures in place to minimise infection risks.

The service helps keep people safe and protects them from harm. Appropriate pre-employment checks are carried out to make sure any new staff are suitable for care work. Records show that staff are required to complete safeguarding training. The service has a safeguarding policy in place. Overall, people are cared for by appropriate numbers of staff who have received a good range of training. The service follows Deprivation of Liberty Safeguards (DoLS) procedures, which ensures any restrictions people are subject to are lawful.

People live in accommodation that suits their needs. Due to the age of the building maintenance is ongoing. Two downstairs toilets are currently being upgraded and extra storage will be included. The home is spacious and allows people to move about comfortably. There are a number of communal sitting areas within the home in addition to a large dining room. There are extensive gardens and people can access a safe, level patio area. The home is clean and appropriately furnished. Regular environmental and safety checks are carried out.



## Care and Support

There are systems in place to make sure the service is suitable for meeting people's care and support needs. Pre-admission assessments are carried before people move into the home. People's needs are identified during assessments, which include discussions with individuals, their families and any relevant professionals. The service uses the information gathered to complete a range of risk assessments and personal plans.

Care workers are aware of the importance of promoting people's health and well-being. Personal plans, daily records and risk assessments are regularly reviewed. People and their relatives know about any changes made because they are actively involved in decisions which affect them. There are good channels of communication within the staff team, as well as with relatives and external professionals. Any changes to people's health and well-being are closely monitored and referred to health and social care professionals promptly. Emphasis is being placed on reintroducing and expanding on activities which were of necessity curtailed during the pandemic, ensuring people are stimulated and occupied.

Care workers listen to and work together with people to ensure the right care and support is provided to each person. Personal profiles highlight what is important to people and personal plans clearly describe each person's support, giving a good idea of intended outcomes. Staff retention is good, so care workers are familiar to people and understand their needs and everyday routines. Some people are Welsh speakers and a number of staff are able to converse in Welsh.

## Environment

The environment is welcoming, informal and relaxed. We saw people sitting in two lounge areas on the ground floor of the home and relaxing in the comfort of their bedrooms. The accommodation is clean and comfortable. Bathrooms and other communal areas are clean and free from excessive clutter. Individual bedrooms are clearly personalised to reflect the choices and personalities of the occupant.

The home environment is safe and secure. People are safe from unauthorised visitors entering the building as visitors are required to ring the doorbell and sign a visitor's book prior to being permitted to enter the home. There are good maintenance arrangements in place. This includes routine testing of water temperatures, mobility equipment, emergency lighting and fire safety equipment. Utilities such as electricity have the relevant safety certificates in place.

People have personal emergency evacuation plans (PEEP's) in the event of the need to evacuate the home. Staff have ongoing fire safety training. Cleaning substances hazardous to health are stored safely. Regular health and safety audits are carried out by senior staff in the service, the manager and the responsible individual.

Overall, the environment where people live supports their well-being. Due to the age of the building maintenance is ongoing. The building is warm, clean and comfortable throughout. Communal and personal space caters for people with a range of conditions, including dementia. The environment supports a sense of community, with people having warm relationships with each other and with staff.

## Leadership and Management

Effective governance arrangements are in place which place people at the heart of the service. The statement of purpose (SoP) accurately reflects the service. Staff benefit from clear and easily accessible policies and procedures to assist them in their roles. Care workers are well informed and know what actions to take in relation to safeguarding and whistleblowing. There is good oversight by the RI evidenced through the required audits. These include consulting with people, relatives, staff and any visiting professionals about the quality of care being provided. The manager describes a good working relationship with the RI, who is in frequent contact and regularly visits the service. There is a well managed complaints process in place. People and care workers told us that they are confident to approach the manager with any concerns they might have and believe any issues would be addressed promptly and appropriately.

Care workers are safely recruited to the service. Staff files looked at contained evidence of all the required recruitment checks, including staff employment histories, two appropriate written references and an up to date Disclosure and Barring Service (DBS) check.

Care workers told us that they feel well supported both by the manager, the deputy manager and by colleagues. The manager is highly visible within the service, supportive of staff and knows the people living in the home very well. Staff receive appropriate training and support. Training records confirm that staff complete mandatory and specialist training relevant to their individual roles and the needs of the people living in the home. This includes safeguarding, infection control and dementia training. Staff receive regular formal and informal supervision, which allows them to reflect on their person achievements and the experiences of the people they support. Care workers told us they feel valued and supported in their roles. Care workers are motivated and are proud of the outcomes they have achieved for people.



### 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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