



Inspection Report on

Millview Care Home

**Mill View Care Home
Brook Street Ystrad
Pentre
CF41 7RB**

Date Inspection Completed

02/02/2024

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About Millview Care Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	BKM LTD
Registered places	40
Language of the service	English
Previous Care Inspectorate Wales inspection	24 February 2023
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

Millview Care Home provides support to adults with personal care and nursing needs including their mental, physical, and emotional wellbeing. People receive very good care and support from staff who are suitably trained and supported. Personal plans detail their individual care needs and personal outcomes. These are reviewed regularly to monitor people's progress in meeting their personal goals, whilst enabling them to participate in positive risk taking but remain safe. People are complimentary about the positive relationships they have with staff and the management team. Staff feel well supported and happy in their roles. A good standard of hygiene and infection control is maintained to reduce risks of cross infection. Staff can access personal protective equipment (PPE) easily and supplies are evident at the service. The Responsible Individual (RI) has Quality assurance procedures in place and carries out their regulatory duties.

Well-being

People choosing to live at Millview care home experience high levels of wellbeing. They are supported to access the community, maintain relationships with family and other networks, or participate in hobbies and things which interest them. There is an excellent activities co-ordinator and a newly appointed activities assistant, who are passionate in supporting people to pursue individual interests/hobbies. They go out of their way to access activities which support people's health and wellbeing. People can participate in varied individual and group activities within the home including arts and crafts, reminiscence sessions, and have access to things such as the beauty/hairdressing salon and bar/lounge area. We observed a reminiscence chat, and found it to be full of laughter and engaging all those involved. A lot of effort is underway to plan activities for Valentine's Day, Mothering Sunday, and an upcoming carnival. The activities team spoke powerfully about being available on important dates when perhaps not all would have visitors. The service also supports people to pursue individual interests and socialise with others in community activities such as links with the local church, going to the theatre, going for walks, swimming, and cycling at the local community centre.

Mealtimes are a positive experience. Dining areas are well set out, and people are supported to eat their meals where necessary. Fresh fruit and drinks are available through the day, and the lunchtime meal we saw looked and smelt appetising.

The service supports people's rights and choices consistently and to a high standard. People's individual needs inform their personal plan, and changes are recorded in daily notes. They and their relatives are asked about their wishes, involving them in the planning of their care, and supporting them to have meaningful outcomes.

People's needs, and risks to safety and well-being, are monitored and documented. Risk assessments include thresholds for support workers to intervene. Care plan reviews are carried out to monitor people's progress in meeting their goals and aspirations.

Feedback about the standard of care and support is very good. People and their families have positive relationships with staff who are familiar and know them well. Up to date written information about the service and advocacy access is available to people in different formats.

The service safeguarding systems reflect current government procedures and protect people from harm. There is a safeguarding policy to provide guidance to staff. Workers receive specialist training in addition to core training to support them to meet people's individual needs. They know their responsibilities and are able to keep people safe and well supported.

People's wellbeing is further enhanced by the nicely decorated, appropriately furnished, warm, secure and safe living environment. People can spend time in their own bedrooms or in the home's indoor and outdoor communal areas. People's bedrooms are personalised and some have en-suite facilities for them to use. There are suitable arrangements in place for the staff team to report any maintenance issues/repairs so these can be addressed, and there are plans in place for further decorating, refurbishment to both indoor and outdoor areas. A very good standard of hygiene and infection control is being maintained to reduce

risks of cross infection with cleaning evident during our inspection. Staff can access personal protective equipment (PPE) easily and we saw good supplies available at the service.

The quality of the care and support provided to people living at Millview is very good. The service considers a wide range of information about people prior to them moving into the service. Information is gathered through a thorough pre-admissions process involving the person, family, and relevant professionals to develop an initial support plan. Personal plans are detailed and provide clear guidance to support workers as to the needs and planned outcomes for individuals. These are usually reviewed with people, their relatives, and other professionals involved in their care to monitor progress and make changes as required.

Plans are clear, reflect individual needs and give the information needed to support people. Where possible people and or their relatives are involved in developing their plan. Risk assessments are mostly in place to ensure people are supported to make their own choices as much as possible and remain safe. The service works closely with health and social care professionals such as social workers, occupational therapists, district nurses, and nurse assessors.

Staff are complimentary about the training and induction they receive, giving them the knowledge and skills needed to provide effective and safe support to people. They are happy in their roles and feel well supported by the management team. One staff member told us *'It's like a little family...the girls are brilliant.'* And of the management team *'Helpful...approachable...feel well supported.'*

People and their relatives have positive relationships with staff and the management team. Interactions between workers and people are warm and friendly. One person told us *'I'm really happy...glad I came here.'* A relative said about the care *'Very good...people can do what they like...nice atmosphere.'* Another said *'Communication is very good.'*

People can have support with medication if they require. Staff have training and regular monitoring to assess their competency in the administration of medication. There is also a policy in place to provide guidance to staff. Regular medication audits are undertaken to identify any issues and address any actions.

People speak positively about the chef and the food at the service. There is a varied and nutritious 4 weekly menu, which has been developed with people and their relatives during resident and 'friends of millview' meetings. People are offered choice and alternative diets are considered. The service has recently received a Food Standards Agency (FSA) score of 5, which is the highest that can be achieved.

Environment

The service consists of a purpose-built property over three floors and provides both internal and external areas for people to access. On arrival, we found external doors secure to

prevent unauthorised access, and other security measures in place such as checking identification, signing a visitors book, and CCTV.

There are spacious indoor and outdoor communal spaces for people to use. The conservatory area has been cleared since our last inspection, and now has some suitable seating and accessible to people living at the service. The outdoor area is accessible and secure with paved and grassed areas, and a small seating area. There are plans to tidy and develop the outdoor area. We saw people's personal space set out in a manner which reflects their individual preferences and care needs.

Medication and other confidential information are stored securely. Restricted areas are locked and are only accessible to authorised people.

Support workers have sufficient PPE available to reduce the risk of infection. The service has appropriate infection control measures and visiting procedures in place.

Procedures are in place to ensure people's health and safety at the service. Records relating to health and safety such as gas and electricity certificates, PAT (Portable Appliance Testing), and water safety checks are in place. Internal safety checks in relation to fire safety are maintained and a fire safety risk assessment is in place. Fire evacuation drills are carried out and people have personal emergency evacuation plans (PEEPs) in place, so staff have the knowledge of what to do in such circumstances. Regular internal and external Health and Safety audits are carried out with action plans in place.

Leadership and Management

There are good systems in place to support the smooth operation of the service and ensure the care and support of individuals enables them to achieve their personal outcomes. Policies and procedures are in place to provide guidance to staff and are regularly reviewed. The service is delivered in line with the statement of purpose (SOP). The service produces a written guide to provide people with information about the service in an easy read format. This includes information about the complaints procedure and advocacy services.

Regular Quality audits and checks are in place to ensure the service continues to meet people's needs. Communication with relatives is very good. This is regular to update them on developments and gain feedback about the service and share ideas for possible improvements.

The vision, values and purpose of the service are clear and actively implemented. The RI carries out three monthly visits and six-monthly quality assurance reviews are carried out. These visits involve meeting people, relatives, and staff to gain their views on the service provided. The six-monthly quality assurance review also involves a detailed look at a range of aspects of the way the service is delivered such as environmental assessments, complaints/compliments, staffing and recruitment. Outcomes of satisfaction surveys and feedback on homecare.co.uk is also considered. There is a continuous home improvement plan in place that is regularly reviewed.

Staff at the service have mandatory training that is a mix of face to face and online training to ensure they have the skills and knowledge to support people to achieve their personal outcomes. In addition, they receive specialist training such as Dementia awareness and Managing Behaviours that Challenge. Workers feel well supported and have regular 1:1 supervision that enables them to consider their own wellbeing and professional development. Team meetings keep them up to date with changes and address any issues. The provider also offers staff access to an employee assistance service to support their wellbeing. Staff are aware of, and understand, the Wales Safeguarding Procedures, and a policy is in place. Recruitment documents are up to date with appropriate Disclosure and Barring (DBS) checks in place. All staff are registered or in the process of registering with Social Care Wales or the Nursing Medical Council as appropriate.

The service is working towards providing an active offer of the Welsh language. There are some Welsh speaking staff and residents living at the service, and staff were observed using some basic Welsh language during the inspection. The management team told us documentation such as the statement of purpose or service user guide is available in the Welsh language on request. A Welsh language policy and staff training is in development.

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
58	The provider must ensure that recording of medication administration on Medication Administration Records contain no gaps/errors	Achieved
44	The provider must ensure all communal spaces are suitable, safe and accessible for use by all the residents at the service	Achieved
48	The provider needs to ensure that all equipment is stored appropriately to prevent risks to people	Achieved

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