



Inspection Report on

Cwrt-Clwydi-Gwyn Care Home

**Cwrt Clwydi Gwyn Care Home
New Road Skewen
Neath
SA10 6YA**

Date Inspection Completed

18 October 2022 & 19 October 2022

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About Cwrt-Clwydi-Gwyn Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	HC One Limited
Registered places	40
Language of the service	English
Previous Care Inspectorate Wales inspection	17 October 2019 & 22 October 2019
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

Cwrt-Clwydi-Gwyn Care Home has a warm, welcoming atmosphere. Care workers are friendly and accommodating and treat people with respect. People feel happy, well cared for and at ease in their surroundings. Care workers have a good understanding of people's individual needs and preferences. People are involved in the development of their personal plans, which are kept under review to ensure they remain accurate and up to date. People can socialise with others and take part in activities they enjoy.

The home is clean, comfortable and appropriately maintained. People can safely access indoor and outdoor areas. The manager is supportive and leads staff effectively. Care workers are safely recruited and suitably trained. They are committed to providing a service that enhances people's quality of life. The service has effective quality assurance systems in place to monitor and improve standards.

Well-being

The service promotes people's physical and emotional well-being. People told us they enjoy life at the home. They have opportunities to take part in a range of activities and are supported to maintain contact with family and friends. The service develops personal plans relevant to people's needs. These are supported by risk assessments that guide care workers in providing safe, appropriate care. Care workers ensure people receive their prescribed medication and follow advice from medical and specialist services. People are supported to maintain a suitable diet.

People's rights are upheld. The service involves people in planning and reviewing their care. Care workers treat people with dignity and respect and support them to make everyday choices. Managers encourage people to speak out about their experiences. People can access written information about the home and its services.

The service helps protect people from harm and abuse. People feel happy and safe in their home. They enjoy positive relationships with care workers, who are kind, caring and attentive to their needs. Care workers know how to manage risks to people's health and safety. They are aware of the process for reporting concerns about people's welfare and are confident dealing with incidents. The service has clear policies and procedures in place to support safe practice. Care workers receive appropriate training and supervision to enable them to deliver the best possible care. Staffing levels are reviewed and adjusted as needed.

People live in comfortable, homely accommodation. The home and its facilities are clean and well-maintained. People have access to indoor and outdoor communal areas that are nicely presented. There are plans to further improve the environment, which include developing the dining area on the first floor. People told us they have the facilities they need within their individual rooms, which they can personalise as they wish.

Care and Support

The service recognises and caters for people's individual needs. Assessments are carried out to ensure the home is suitable for people before they move in. Personal plans are developed to identify the goals people want to achieve and how care workers can support them to achieve them. The level of detail within personal plans regarding people's backgrounds, preferences and routines could be improved. Work is underway to produce 'This Is Me' documents that will capture these details simply and be easy to refer to. The manager is also monitoring the quality of information within risk assessments, as we found they did not always outline in full the safety measures required. The service regularly reviews risk assessments and personal plans to ensure they remain accurate and up to date. People and their representatives are involved in reviews, providing them the opportunity to share their experiences and concerns. People told us they feel happy and well cared for. We saw people responding positively as care workers offered them warmth, encouragement and emotional support. One person said, *"There are people here who have never been looked after so well"*.

The service promotes people's health and well-being. The home offers a varied, nutritious menu. People described their food as *"marvellous"* and the chefs *"excellent"*. Care workers are familiar with people's food and drink preferences. We saw that each person has a diet notification record that highlights their dietary needs and preferences. Records show that people receive their prescribed supplements to support their nutrition, and their weight is regularly monitored. Care workers make prompt referrals to medical or specialist services when there are concerns about people's health and well-being.

Medicines are managed safely. We found medicines to be stored securely and at appropriate temperatures. The administration of medicines is recorded electronically. The system used by the service allows for the ongoing monitoring of medication stocks and supports the safe, timely administration of medicines. Care workers can easily access guidance on how to use this system. The service also has a clear medication policy that is kept under review. Care workers receive training and have their competency assessed before administering medication. We found that people receive their medication as prescribed. Records show that people's pain is effectively managed with 'as required' medicines.

People have opportunities to take part in individual and group activities. We saw people reminiscing over photographs and enjoying a ball activity with the well-being coordinator. One person said, *"She makes it so interesting!"*. Records show that people have also enjoyed bingo, exercise sessions and outings with family. One person told us they particularly enjoyed a recent trip to a drumming show.

Environment

The home has good facilities that promote people's well-being. Colour contrasts within the environment support people's dementia care needs. The memory unit has interlinking hallways with visible handrails that enable people to move freely within their surroundings. There are plans to provide more sensory stimulation on this unit by reintroducing feature walls and accessories. A dining area has been created in an open-plan hallway on the first floor. The manager told us this has proved successful in encouraging people to enjoy a more sociable dining experience. As a result, there are plans to further improve the layout, presentation and facilities within this space. People can access the home's front courtyard or side garden with support. The outdoor space is nicely presented and includes some interesting features, such as bird feeders, ornaments and various plants. We saw that people and their relatives have added colour to the front courtyard by painting gardening furniture, ornaments and plant pots.

There are measures in place to help keep people safe. Doors are fitted with keypads to prevent people accessing hazardous areas unsupervised. A replacement lock was fitted to the main storage room shortly following the inspection to ensure it was secure from unauthorised entry. We saw that windows on the first floor are fitted with restrictors to help reduce the risk of falls from height. People told us they feel safe because care workers regularly check on them and remind them to use their mobility equipment and call bells. Care workers respond promptly to call bells and anticipate when people need support. We found safety equipment in use, as set out within people's personal plans. We tested some equipment and found it to be in working order.

People live in clean, homely accommodation. We found private and communal areas to be clean, tidy and appropriately furnished and decorated. Domestic staff told us the home has recently benefitted from a new range of cleaning products. The service was awarded a food hygiene rating of 5 (very good) following an inspection in May 2022. We saw that people's rooms reflect their individual tastes. Care workers spoke passionately about introducing soft furnishings for general use that will help maintain a homely environment. The home has various points of interest, including a Welsh-themed area on the ground floor where Welsh accessories, words and phrases are displayed. Work is underway to further improve the environment. Some hallway carpets have recently been replaced and there are plans to renew windows and replace all carpets in communal rooms. We noted that some areas require attention, such as a bathroom on the first floor that has a missing lock, exposed pipework and damaged flooring. The manager confirmed that this room is included in the general refurbishment plan, although the dates of the work and anticipated timescales have yet to be confirmed.

Leadership and Management

The service is recruiting additional staff to support an overall increase in staffing levels. Rotas show that unexpected absences have resulted in some shifts being short staffed due to cover being unavailable at short notice. The manager assured us these occasions are rare and action is being taken to address issues in line with the sickness absence policy. The service plans to appoint more senior care workers to help relieve pressure on current staff. Care workers confirmed that the manager provides hands on support when needed to ensure things run smoothly. The manager spoke proudly about the team's commitment and hard work. Records show that care workers are appropriately recruited. The necessary pre-employment checks are carried out, including a Disclosure and Barring Service (DBS) check that is renewed every three years.

Care workers have a good understanding of people's individual needs and how best to support them. They can access policies and procedures easily and are confident dealing with any accidents or incidents. New care workers are given opportunities to work with experienced staff and get to know the people they are caring for. Care workers complete a range of mandatory and specialist training, including falls awareness and prevention, safeguarding, infection prevention and control and nutrition and hydration. All staff have registered with Social Care Wales, as required. Care workers receive regular supervision, which allows them to share their views about the service. A new format for appraising staff is being introduced, which will focus on staff's personal and professional growth.

The home is managed effectively. Staff and residents praised the manager's leadership style. One person told us they can talk to the manager at any time. They said, "*It's excellent to have someone who cares like that.*" The manager feels supported by an area director and newly appointed responsible individual (RI). We saw a leaflet displayed on a noticeboard that introduced the new RI. There are systems in place to monitor the quality of the service. The RI visited the service shortly following the inspection to formally assess standards. A report was produced in August 2022 following the home's six-monthly quality of care review. This reflected on the positive feedback received from people using the service. It also identified actions to be taken to drive improvement.

We can conclude that the service is being provided in line with its statement of purpose; a document that sets out the vision for the service and explains how this will be achieved: '*The home's caring team has created a family atmosphere...*' The service also has a clear and informative written guide that outlines what people can expect from the service. We noted that some details need adding or amending but were informed that the guide is in the process of being updated.

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
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