



Inspection Report on

White Rose Care Home

**White Rose Care Centre
White Rose Way
New Tredegar
NP24 6DF**

Date Inspection Completed

07/11/2023

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About White Rose Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	BANYAN CARE HOMES LIMITED
Registered places	32
Language of the service	English
Previous Care Inspectorate Wales inspection	[20 May 2021]
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

People receive care in a way which is personalised to their preferences and needs. The service provides people with creative and innovative opportunities to boost their health and wellbeing. Families and loved ones are encouraged to take part in events hosted by the service which create an inclusive community culture.

The provider has considered the environment against people's needs and has repurposed some areas to promote good outcomes for them. People have their own bedrooms which are personalised to them. There are communal areas and people have choices of where to spend their time and where to eat their meals.

There is an experienced and skilled manager at the service. Care staff and people speak positively of both the manager and the Responsible Individual (RI). The RI is committed to providing people with a wholistic service to support their health and wellbeing and is enthusiastic about delivering high standards of care. The provider has reviewed the managerial structure to further improve service delivery.

The service has experienced staff shortages and had managed this with the use of agency staff alongside established care staff. Care staff have 1:1 supervision, but this has not taken place as often as needed. The service is aware of this and have already made progress improve the frequency of supervision sessions. However, this is an area for improvement, and we expect the service to continue to take action. There are regular care staff team meetings and care staff complete both online and face to face training.

Well-being

People are treated with kindness and respect and are consulted with on all aspects of their care. This starts before a person moves into White Rose. The manager talks with people and / or their representatives about what matters to them as well as their preferences on how care staff support them. The manager incorporates this information into care plans which guide care staff to give the right support. These are reviewed regularly and kept up to date by care workers. People can be part of this review process. The service is piloting an enhanced review process to promote people achieving their personal outcomes.

People are protected from harm and neglect. Almost all care staff are up to date with safeguarding training. Care staff are aware of their responsibilities and the processes to follow if they are concerned a person may be experiencing abuse or neglect. Care staff are confident in both the Manager and the RI to take appropriate action if they shared a concern with them.

The environment is clean, free from clutter and is well kept. The provider has made some innovative changes to enhance people's health and wellbeing by promoting time in nature, movement, and spending meaningful time with friends and loved ones. A person told us *"We laugh, all day every day, we laugh and it is wonderful"*. The environment also celebrates local history and culture with images of mines and miners proudly displayed throughout the home. There are aids throughout the home to promote orientation, and the service will ensure these are used consistently.

The service holds events for people and their families for the enjoyment of those involved and we saw people in high spirits following one of these. People can have visitors as and when they want to, and we saw several people visiting during the inspection. A relative told us the service is *"marvellous, definitely 10 out of 10 and we have peace of mind knowing she is so well looked after"*. The activity coordinator supports people individually and on a group basis and has implemented creative activities and experiences for people. This includes accessible chair rugby and a visit from an alpaca who met people in their rooms if they were unable to take part in the group experience.

Resident meetings take place often, and people can talk about ideas for the service such as activities and menus.

Care and Support

People receive good quality care and are treated with dignity and respect. Prior to a person moving into White Rose Care Home, people and their loved ones talk with the manager about what is important to them, their needs and how they would like these met. The manager uses this information to write detailed personal plans which tell care workers how best to support the person. Care staff keep these plans up to date with regular reviews. People and their family can be part of these reviews. The provider is further developing this process to promote the achievement of people's personal outcomes, as well as considering their needs and preferences.

The service takes a wholistic approach to supporting people to improve their health and wellbeing. There is an innovative activity coordinator who promotes exercise and movement in accessible and fun ways, bringing in outside agencies where needed. The activity coordinator is trained to support people to use the in-house gym if they wish. Care staff work with health and social care professionals to keep people as well and healthy as possible. We saw records of visiting professionals such as the G.P, District Nurse, and Social Worker.

We saw staff talking with people in a respectful, familiar manner. We also saw an example of a highly skilled care staff supporting a person to become relaxed and content. People have their medication when they need it and there is good oversight of this process which makes sure staff maintain good practices.

There are enough care staff within the home to meet people's needs without delay. A person told us *'I don't have to wait for anything, as soon as I need anything the girls are there'*. The service is actively recruiting care staff following a period of staff shortages where agency staff were used. Care staff told us they felt supported during this time and praised the manager, saying *'the manager was really supportive, they worked on the floor with us and helped with the paperwork when we needed it'*.

People are involved in designing the menu via the residents' meetings which happen often. The kitchen has a Food Standard Agency (FSA) rating of 5 which means food hygiene is very good. Kitchen staff prepare home cooked meals and if a person would like a meal other than what is on the menu, kitchen staff provide them with something they would like. Meals can also be provided in different ways, and the manager makes sure adapted meals are presented in an appealing way. Care staff monitor people's weight as needed, and record people's food and fluid intake also.

Environment

People live in a home designed with their needs, preferences, and culture in mind. The provider has invested significantly in the home to bring it to a very high standard. The building and its facilities are well maintained, which helps keep people safe and well.

The environment promotes independence and inclusion, and there is a community feel throughout the home. There are displays of familiar food brands with a kitchen / dining room to support with orientation and memory. There are orientation boards throughout the home, and some were up to date.

The provider is innovative in considering how to use the environment to support people's health and wellbeing. The provider is proactive in creating an environment which promotes people spending meaningful time with friends and loved ones and being outside in nature. This includes renovating part of the grounds into a sensory walk, designed to be inclusive for people living with dementia and to be enjoyed by people and their loved ones. The provider has also built a summer house and decked area to be used by people and their visitors as well as to host garden parties and seasonal events. The patio is currently being maintained to reduce the risk of trips and falls. The service has also developed a vegetable patch which they use with people to grow vegetables, and these are then incorporated into tasting activities.

A gym has been created within the home which has exercise equipment suitable for the people living there. The activities coordinator is trained to support people to use the gym safely. A storage area has been repurposed and renovated to a hairdressers and nail salon and people enjoyed telling us about this and showing us their recent manicures.

The service is safe and appropriately secure. There are security cameras in the communal areas of the home and there is a policy for the use of this which ensures people's human rights, dignity and privacy are protected. There are clear signs within the home telling people about the security cameras.

People have their own bedroom which they can personalise to their own tastes and preferences. People have call bells within their bedroom, and some have assistive technology sensor mats. The service has enough toilets and bathrooms, and there are some specialist bathing facilities for people to use if they need to. The environment promotes people's choice of where they spend their time which includes where they have their meals. There is enough space within the home for group or individual activities to take place. There are areas within the home which store medication, and care staff keep these locked and at the right temperature.

Leadership and Management

The RI is dedicated to continually developing the service and strives to provide people with an excellent quality of life and wellbeing. The RI spends a lot of time at the service and there are processes in place to make sure they understand what is happening at the service and to monitor the quality of the care and support. The RI completes the required reports to a very good standard. The provider invests in all areas of the service to support the delivery of quality care and support and positive outcomes for people. The RI responds quickly to requests for items for the home and activities.

The service has up-to-date policies and procedures which direct care and support provision and the management of the home.

The provider applies a 'dependency tool' to work out safe staffing levels within the home and aims to always provide above the minimum safe staffing levels of care staff. The service completes all appropriate pre-employment checks prior to employing care workers and there is an induction programme care staff must follow. The service is developing this to bring it further in line with the Social Care Wales induction framework. There is also a set of training that all staff must complete which is relevant to their roles and includes safeguarding and manual handling. The service keeps detailed records of the training completed by care staff.

Care staff are happy in their jobs and find it rewarding. We were told '*I love helping people and making them smile*'. Care staff told us they feel supported and can approach the manager and RI as and when needed. Team meetings take place regularly and care staff said they can share their ideas and learning with each other. If care staff take time off due to sickness or parental leave, they are supported by the manager to have a suitable reintroduction into work. Care staff told us they are appreciative of this and feel supported. Formal supervisions are taking place however, they are not as frequent as required by the Regulations. The management team were aware of this prior to the inspection and had already taken action to improve the situation. While no immediate action is required, this is an area for improvement, and we expect the service to continue to take action.

The home Manager, who is registered with Social Care Wales, is very experienced and valued by people, their families and care staff. The provider is revising its managerial team structure to provide a further improved service to people.

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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36	Provider has not ensured staff are supported via the provision of formal supervision, which takes place at least every 3 months. Some gaps between supervisions are of a significant length (25 weeks / 40 weeks / 18 weeks). Provider to continue to take action to ensure all staff have regular supervision and for this to be sustained.	New
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