



## Inspection Report on

**Glain House**

**Glain House  
77-85 Newport Road  
Cardiff  
CF24 0AE**

## **Date Inspection Completed**

09/11/2023

**Welsh Government © Crown copyright 2023.**

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk)*  
*You must reproduce our material accurately and not use it in a misleading context.*

## About Glain House

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Glain House Ltd
Registered places	72
Language of the service	English
Previous Care Inspectorate Wales inspection	[Manual Insert]
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

Care and support is consistently provided by a familiar staff team who are suitably qualified and treat people with the upmost respect. People experience exceptionally warm interactions from a caring workforce. An enthusiastic well-being team encourage participation in events and activities. Positive outcomes are achieved, with health and nursing needs being a focus. One person told us "*I didn't think care homes could be like this but it's really good.*" Documentation around care and support is in place and reflects the care provided.

People enjoy a clean, warm, bright home that is suitable for their needs. Refurbishment of the building is underway to improve the presentation and furnishings. The environment, facilities and equipment are in good condition with an excellent programme of maintenance of service. People are encouraged to use the communal areas and outdoor spaces. All bedrooms are en-suite, many have showering or bathing facilities, and people are supported to personalise their rooms with items of their choice.

A Responsible Individual (RI) has good oversight of the service. The organisation shows initiatives when supporting and engaging with staff and actively seek to involve people in consultation to help develop the service through the directors. There is a home manager who has responsibility for the day-to-day smooth running of the service. Documentation and quality assurance systems are robust.

## Well-being

The provider ensures people are safe and protected from abuse and neglect. All staff are suitably recruited and trained for their role, checked to ensure they are fit to work with vulnerable adults and have good awareness of how to keep people safe and report issues if they need to. The environment, facilities and equipment are maintained and serviced, clutter-free, bright and warm. Risk assessments are in place for both the environment and the individual. Medication management is robust and regular fire drills ensure staff are aware of how to evacuate people in an emergency. The building is secure, and checks are made to monitor visitors to the home.

People's voices are heard and listened to. Before people agree to live at the home they are consulted about the care and support they need and how this will be delivered. They are consulted about their wish to have the service delivered in the Welsh language. People are involved in their reviews to ensure personal plans remain current. Resident meetings take place, advocacy services visit the home and families are positively encouraged to help people express their needs and wishes if they are unable to do this themselves. People are consistently offered choice and encouraged to make choices. People are consulted by the provider through quality assurance processes, including visits to the home by the RI. People are unafraid to ask for help or assistance as all staff are approachable, listen and action any requests within their abilities.

The right care and support is provided as early as possible. Detailed personal plans around health ensure people have preventative care and support in addition to active care to improve their situation. The service consults with specialist external agencies such as the 'Tissue Viability Nurse' in a timely manner and follows directives of health professionals. Specialist equipment is in place where required, such as pressure relieving mattresses. Medication is provided in a timely manner in accordance with prescriptions. There is sufficient staff to provide timely care, and this is kept under review, changing in accordance with the needs of the people supported.

People are encouraged to be as healthy and active as possible. Well-being activities are offered, and people are encouraged to participate in these. Where required, people's dietary and fluid intake is recorded and monitored, along with their weight. Medication reviews take place. The service recognises the importance of people's mental health, encouraging communication and visits by relatives and friends to support the well-being of people.

## Care and Support

People are consulted about their care and support needs and involved in developing and reviewing their personal plan. Before a person lives at the home, an assessment is carried out, risks are considered, and a personal plan is developed to show how staff will be able to care for and support the person. There has been improvement since the last inspection with the introduction of an electronic system to record care provided. Plans focus on health and nursing care needs, are followed, and positive outcomes achieved, such as improved skin conditions or mobility. Personal plans are reviewed regularly or when the person's needs change. Daily records of care provided are complete, time accurate and detail what support has been given.

Care and support is delivered in a dignified manner. We saw exceptionally warm interactions between people and their care workers or nurses, and people told us “Nothing *is too much trouble*,” and highlighted many staff who “*Go above and beyond*,” with examples of managers, cleaners, maintenance personnel and cooks making a difference to people's lives. Some exceptional staff do things in their own time that will help a person, such as researching information to help the person operate their electronic watch, and we were told how the manager and lead nurse visit people in hospital if they do not have family. There is an inclusive, family atmosphere where people feel comfortable, enjoy participating and socialising if they wish, and are confident they are supported by a competent staff team. People told us they get the right care at the right time, and only wait a little while if staff are supporting someone else, but they also told us they fully understood this and had no issues. One family told us how they liked the communication with the management. They also liked the updated information available through an ‘App’ on their phone where they could see photographs and read about events at the home. People receive good end of life care which was described by one family member as “*Amazing*.”

People have choice and are involved in development of the service. We saw a consistent approach where all staff offer people choices. Well-being activities are routinely offered, and people supported to take part if they wish. These are varied and facilitated by an enthusiastic team. Initiatives have recently been successful in increasing the number of people getting involved with activities offered, including getting all staff involved in preparing for the day's events. People contribute to the development of the menu and also help by contributing and producing the home's ‘Newsletter’. Other aspects of service provision are discussed in ‘residents’ meetings’ where people can influence decision making. People who need help with decision making have help from families or advocates.

Hygiene and infection control are promoted. Care workers and nurses use appropriate personal protective equipment when undertaking tasks. There is sufficient supplies of

products including hand sanitiser throughout the home. The environment is clean and smells fresh.

Medication management systems are effective. Medication stock, ordering, storage and administration is controlled and audited. Records are mostly complete, and any gaps or issues arising are identified through the auditing processes and managed by the clinical lead. People are supported to review their medication with a health professional, and where required, prescribed medication is available to support a comfortable end of life.

## Environment

The provider ensures the environment is safe. Robust systems are in place to monitor the building, facilities and equipment. Documentation is meticulous, evidencing the observation, testing and servicing of the building and equipment. The organisation's Health and Safety officer oversees internal practices and external contractors are employed to carry out testing and maintenance where appropriate. Kitchen safety and fire safety is maintained and tested through inspection by relevant authorities. These are currently compliant. Regular fire drills take place and records demonstrate staff consider any learning points from these. We saw how people are comfortable raising any issues directly with the maintenance team as they are approachable, have good working relationships with individuals, and are accommodating of people's requests.

People's well-being is considered when reviewing the environment. Since the last inspection, two floors of the building have been completely refurbished and there is clear investment on the part of the provider to do this to a high standard. The provider is committed to refurbish the remaining floors to refresh these areas that currently present as 'tired.' All areas are bright and warm with pleasant artwork on walls providing talking points. When further refurbishment takes place, consideration will be given to how people's multi-cultural backgrounds can be reflected. A courtyard garden gives valuable space for events, containing a BBQ, large dining table and plenty of seating. Other outdoor balcony spaces cannot be used at the present time as they still require attention as part of ongoing development of the building. The manager plans to consult with people when reviewing parts of the environment, such as the well-being area, and we were told of imminent work being carried out to increase security measures.

Facilities and equipment is provided to help people achieve their outcomes. People have access to sufficient bathing facilities, some of which are en-suite. Bedrooms vary in size but have sufficient space and suitable furnishings. Specialist equipment including hoists and profiling beds help people to mobilise, and mattresses support the prevention of pressure damage to skin. Communal areas offer pleasant places to socialise, dine, or spend some quiet time. A cinema room is well-used. People have equipment that is assessed for their own personal needs, for example, motorised wheelchairs. Bedrooms are personalised with items which are important to the person. Limited parking is available, but families are supported to overcome these barriers so they can visit their loved ones easily.

## Leadership and Management

Governance arrangements are in place and the provider has good oversight of the service. Directors of the organisation are represented by the RI who visits the service regularly, the directors are also available to staff and people living at the service in order to answer questions, listen to suggestions and help drive improvement. The RI produces required reports and carries out their duties with due diligence. A 'statement of purpose,' which is a document that describes what the service offers, is regularly reviewed and updated, and is available to people who are considering living at the home. Policies and procedures are reviewed and readily available to all employees and the service is provided in accordance with these. The service considers people's wishes to have care and support delivered through the medium of Welsh, but further work is required to ensure all documentation is available in the Welsh language.

A knowledgeable 'regional manager' oversees the 'operational manager' of the home. They are supported by the wider organisation including personnel and safety specialists. The manager is well-thought of, and though relatively new to the role, has demonstrated commitment, leading by example, encouraging of staff and developing good relationships with people who live at the service. An experienced, clinical lead is in post who is uncompromising on standards, ensuring people's health needs are addressed, and where possible, improved. The service has been recently commended by commissioners who contracted provision of support for people to see them re-abled following hospital stays. This demonstrated the service's flexibility and success in supporting people to achieve positive outcomes.

Recruitment processes are robust, and staff are supported to become part of the positive culture within the home. Thorough checks are carried out and clear documentation is available around personnel to show they are fit to work with vulnerable adults. The whole staff team are involved in supporting new employees, especially those who may be living far from home where their first language and cultural experiences may be different to those in Wales. The investment the provider makes to support staff ensures they stay at the service, providing continuity of care. We spoke to many staff who have worked at the home for many years, are very happy in their role, and speak positively about the support they receive.

Appropriate numbers of staff are suitably trained and supervised. Training is extensive and monitored to ensure staff are competent. Further training is planned to ensure staff capture what is important to the person, and outcomes are clear and measurable when writing

personal plans. Staff have suitable supervision meetings on a regular basis where they can discuss their practices and professional development.

### 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
------------	---------	--------

N/A	No non-compliance of this type was identified at this inspection	N/A
44	Some areas of the home present as tired and in need of decoration in addition unused areas needing refurbishment. Ensure all areas of the home are properly maintained.	Achieved
16	People or their representatives are not always involved in reviewing their care. Reviews do not consider personal outcomes as they are health and task orientated. Individuals or their representatives must be involved in reviews and be able to consider outcomes, other than those that are health based.	Achieved
15	People's personal outcomes are not always recorded so it is not possible to know what support is needed for a person to achieve the outcome, and more difficult to know if a person's true desired outcomes are achieved.	Achieved

### **Was this report helpful?**

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- [Inspection report survey](#)

If you wish to provide general feedback about a service, please visit our [Feedback surveys page](#).

**Date Published** 05/12/2023