



Inspection Report on

Glencourt

Bargoed

Date Inspection Completed

03/08/2022
03 August 2022

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About Glencourt

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Achieve together Ltd
Registered places	4
Language of the service	English
Previous Care Inspectorate Wales inspection	28 February 2020
Does this service provide the Welsh Language active offer?	Working Towards. The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

Glencourt provides care services for up to four people. The manager who oversees the day to day running of the service is registered with Social Care Wales, the workforce regulator. The responsible individual (RI) visits the home regularly and has good management oversight, supported by the area manager. Care workers feel well supported by the management team and are confident in their roles.

People and their representatives gave us very positive feedback about the quality of care and support provided, as well as the open lines of communication they have with the home. Personal plans are clearly written and explain how best to support people. Plans are not reviewed as regularly as required to make sure they reflect people's current needs and aspirations. Overall, records are kept accurately and consistently.

The home is secure, clean, light and homely. Safety checks are carried out as required and maintenance tasks are dealt with promptly.

Well-being

People have control over their day-to-day lives as much as possible. Risks to people are assessed and well managed so they are supported to stay safe, and their freedoms respected. People choose where to spend their time and enjoy a range of activities, both within the home and around the local community. The atmosphere of the home is relaxed and welcoming, care staff interact with people with dignity, warmth and respect.

The home welcomes visitors in line with current guidance and the providers risk assessments. People receive the support they need to maintain their health and wellbeing and are supported to visit their families in their own homes. The service completes a range of assessments and personal plans, which identify each person's aspirations, and care and support needs and how these can best be met.

People have their own rooms, which are personalised to their individual tastes. People have some of their own furniture and family photos, cards and collectables in their rooms, which gives a homely and familiar feel to their surroundings.

The service helps to protect people from abuse and neglect. Care workers complete training in relation to the safeguarding of adults at risk and understand their role in protecting people. The service has an up-to-date safeguarding policy, which reflects current guidance and is kept under regular review.

Care and Support

People receive the care and support they require. We saw care workers interacting positively with people throughout our inspection visit. The care needs of each person are clearly documented, and care workers access this information which helps to inform daily routines. We saw social history records were recorded for some people, but not everyone. This helps care workers to know the person and their background as well as their current care and support needs. Plans are not reviewed as frequently as required by regulations and there is no evidence that people or their representatives are involved in the reviews. This is an area for improvement, and while no immediate action is required, we expect the provider to take action and will follow this up at our next inspection.

Accurate records are kept by care staff to ensure people are supported as detailed in their personal plans. Referrals are made to health and social care professionals as and when required. People are registered with a local general practitioner (GP). Records are kept in the daily notes of all appointments and outcomes for review. People are supported to maintain a healthy weight and diets are reviewed when required. Drinks are readily available for people throughout the day.

People are encouraged to engage in activities of their choice. People enjoy their meal experience and the meals provided; they are encouraged to be as independent as possible and supported when required.

Systems are in place for the safe management of medication. However, we saw some lists of people's current medication in their care files was not updated after recent changes to their prescriptions. Also, some handwritten medication charts for 'as required' medication did not evidence the maximum dose for the day, this was rectified by the manager during our inspection. People receive appropriate support with their medication, which helps to maintain their health. The records we checked were completed accurately.

Infection prevention and control procedures are good. Care workers wear appropriate personal protective equipment (PPE) in line with current guidance. Regular COVID-19 testing of staff is carried out. We were asked for evidence of a negative lateral flow test result and had our temperature taken before entering the home.

Environment

The home is clean, tidy and well organised. People's bedrooms are personalised to their own tastes, individuals have some of their own furniture in their rooms as well as photos of loved ones, pictures, flowers, and ornaments. The home is well maintained, the décor is in good order and promotes a 'homely' feel. A new handrail fitted on the stairs requires painting, along with some scuffs on the banister. The manager assured us this was planned to be completed in the coming weeks, when a new stair carpet is being laid.

There is a spacious lounge downstairs with sturdy, well maintained furniture and pleasant views over the garden and hills beyond. One of the bedrooms has an en suite shower and toilet, there is a separate communal bathroom shared by the others which we saw was well fitted, clean and tidy. The kitchen is well equipped and organised. The outdoor space has a level patio area with garden furniture as well as sloped lawn area which is accessible through a gate to ensure peoples safety.

People benefit from a secure environment; the front door is kept locked. We viewed the maintenance file and saw that all serviceable equipment had been checked to ensure its safety. Regular checks of the fire alarms take place at the home and staff are trained in fire safety. People living in the home have a personal emergency evacuation plan to guide staff on how to support people to leave safely in the case of an emergency. The home has a five-star rating from the food standards agency which means that hygiene standards are very good.

Leadership and Management

People benefit from effective leadership and management. The service's statement of purpose accurately reflects the service provided. Throughout our visit, we saw there was a sufficient number of care workers on duty to support people. We viewed four weeks of staff rota's which evidence that sufficient staff numbers are consistently deployed.

Care workers receive regular supervision. with their line manager. This one-to-one support provides opportunity for staff members to discuss any concerns or training needs they may have and for their line manager to provide feedback on their work performance. Care staff feel valued and supported in their roles. Communication between the team is good and care workers enjoy their jobs.

The manager oversees the day-to-day running of the home. The provider makes necessary referrals to external agencies and notifies the regulator of required events in a timely manner. Care workers personnel files are well organised and overall, contain the required information. We saw one missing reference and one person's employment history was only recorded by years and did not identify months; the manager assured us they would rectify this. Care staff complete a range of training courses, including regular refresher courses in mandatory areas such as safeguarding people at risk of harm. Training compliance is good.

The RI has undertaken regular quality assurance checks by visiting the home to talk to individuals and care staff and review documents. The RI completes detailed and thorough audits of the quality of the support provided as well as the wider running of the home. The reports highlight where the home is performing well as well as areas for improvement.

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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16	Personal plans have not all been reviewed within the last three months and there is no evidence of the individuals or their representatives involvement in the plan reviews	New
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