



# Inspection Report on

**Cartef Residential Care Home**

**Cartref Care Home  
Brecon Road Hay-on-wye  
Hereford  
HR3 5PJ**

## **Date Inspection Completed**

06/11/2023

**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 Cartef Residential Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Shaw healthcare (Cambria) Limited
Registered places	23
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">First inspection since re-registration of the service to reflect new provider name</a>
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

People are happy living in Cartref. They are supported by experienced, kind and committed staff who know the people they support very well. Opportunities are created to do things they enjoy both in the service and the local community. Visitors are welcome and encouraged to be part of social events within Cartref.

Systems are in place to make sure people remain as healthy as possible. This includes medication management and access to health support when needed. Recruitment practices and good training opportunities for staff help to keep people safe. Personal plans are detailed so staff can provide the right care and support. There is an ongoing programme of maintenance and refurbishment at the service.

The management team have very good oversight of the service and are committed to continuing to make improvements. They make sure people are consulted about the day to day running of the service. Regular quality audits take place so the provider can see what is working well and what can be changed to further improve the service.

## Well-being

People have choice and control over their day-to-day life. They choose how and where they spend their day, food and drink options and have opportunities to say what activities they would like provided at the service. Resident meetings are held regularly with relatives having the opportunity to attend. People tell us care staff and management are approachable and they can talk to them if they have any concerns. Information is available in the form of the Statement of Purpose and guide to the service. These documents set out what people can expect when they move into Cartref. The manager told us there is nobody currently living at the service who speaks Welsh. However, both documents are available in Welsh if people want them.

People are supported to manage their physical and emotional well-being. Relationships with family members and active involvement in the community is encouraged to promote their well-being. There is a stable staff team at Cartref. This allows for care staff to get to know people and their family and friends. A good activity programme is in place. People are asked about their interests. This is then tailored to individual preferences as well as group activity which encourages social interaction and helps friendships to develop. Health and social care professionals are contacted for advice when needed. Processes are in place to make sure people have their medication as prescribed by care staff who are trained in medication management.

People are kept as safe as possible. Visitors are asked to sign in when they enter and leave the service. This is so staff are aware of the number of people in the building in case of emergency. Recruitment processes make sure the right checks are carried out before people start work. Policies and procedures are available to help and guide staff. Training opportunities for care staff allow them to increase their knowledge and skills to support people. Risk assessments and personal plans are detailed and set out how people want their care and support needs met.

People live in accommodation which suits their needs. Bedrooms are personalised. Signage helps direct people to where they want to go. There is a system in place to make sure all relevant maintenance checks are in place and equipment is in good working order.

## Care and Support

People like living at Cartref. They tell us they are very happy. Comments include *“it’s excellent here”*, *“I’ve made a lot of friends”*, *“nothing is too much trouble for the staff”* and *“you could not get better service in a five-star hotel”*. People enjoy each other’s company and the company of staff. There is a lot of laughter and a lovely, relaxed atmosphere. Visitors spend time at the service, and others take their relatives out. The varied activities programme has been put in place following consultation with people about what they want to do. It includes music and movement, bingo, quizzes, and games. A book club has been set up with involvement from the community. Other community events planned include setting up a knit and natter club and visits from the local school children. Care staff demonstrate a very good understanding of what is important to people and tell us they want to make a positive difference. We saw this in their kind, respectful interactions with people and from our discussion with people and their family.

Assessments are carried out with people and /or their family members to make sure the service can meet their care needs before they move in. Detailed personal plans and risk assessments are completed and reviewed regularly. People are involved in the planning of their care. The provider uses an electronic care planning system. This gives care staff detailed up to date information about people. This includes likes and preferences allowing care staff to provide care and support in line with people’s wishes.

People are supported to remain as healthy as possible. Records show health professionals are contacted in a timely way when needed. Family members are always kept informed of changes to their relative’s care needs. Medication is managed well. Staff have training and their competency to administer medication is assessed regularly. The management carry out regular medication audits so any errors can be identified quickly.

Care staff know their responsibilities to make sure people remain as safe as possible. They can tell us the process to follow if they are concerned about a person’s well-being. Records show they have regular training and access to policies and procedures relating to safeguarding.

## Environment

People live in accommodation to suit their needs. There are a number of seating areas for people to enjoy. People sit in communal areas or the reception area to socialise and meet their friends. When people want to stay in their bedrooms, they say their choices are respected. They have access to call bells and staff respond quickly when they ring for help. Bedrooms are personalised and people tell us they are comfortable. There is an ongoing programme of refurbishment to continue to improve the environment. Work is underway to make a shop and a café area where people can socialise and meet with family and friends.

People have access to two safe outside spaces to enjoy. They can do gardening in the courtyard garden which has raised beds to grow vegetables and flowers. Alternatively, they can just sit and enjoy the outside space. There is a large patio to the rear of the property where people recently enjoyed a firework display.

Measures are in place to promote hygienic practices and manage the risk of infection. Domestic staff have access to all the cleaning products and equipment they need. They have relevant training including infection prevention and control. The management complete regular audits so identified issues can be quickly addressed.

Systems are in place to ensure health and safety is maintained. Regular checks of equipment including fire safety are carried out. Regular fire drills make sure staff know the process to follow in an emergency. Equipment including mobility aids are checked both internally and by external contractors to make sure it remains safe to use.

## Leadership and Management

Systems are in place to make sure there is good oversight of the service. There are opportunities for people to give their views on the service they receive and any improvements they would like to see. They do this in a number of ways including daily discussions with staff and the management team, personal plan reviews, resident meetings and via questionnaires. The responsible individual (RI) visits the service regularly and talks with people and care staff. Staff tell us the RI is approachable and they feel listened to. The management carry out audits of all aspects of the service so issues can be identified and quickly addressed. A review of the quality of care is carried out six monthly. This helps the provider to see what is working well and where they can make changes to improve the service.

Care staff are recruited, trained, and receive regular support in their role. They speak highly of the support they get from the management team and from colleagues. Comments include *"it's a good team, we work well together"*, *"nice team with good management"*, and *"I love my job"*. There is a full and stable staff team with many staff working at the service for several years. The manager told us this is recognised by the provider who gives long service awards to staff. Recruitment records have all the required checks in place before people start work. Care staff have regular one to one supervision meetings with management and an annual appraisal of their work. Records show training opportunities are good. It includes online training as well as face to face training. Care staff tell us this helps them gain the knowledge and skills needed to provide the right support to people.

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

### **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** 13/12/2023