



Inspection Report on

Caersalem

Haverfordwest

Date Inspection Completed

10/06/2024

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About Caersalem

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	St. Davids Care in the Community Ltd.
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	12 June 2014
Does this service promote Welsh language and culture?	This service is not making a significant effort to promote the use of Welsh language and culture.

Summary

A small team of experienced workers are led by an experienced manager. Care workers know people well and are suitably trained. Care records help inform care and people feel involved in the running of the service.

The environment is generally comfortable but some improvements are needed in respect of maintenance and attention to detail.

People are happy living at Caersalem and regard those they live with as friends. They are able to do some things they enjoy, but staffing levels sometimes impact on this.

The Responsible Individual (RI) has good oversight of the service and knows people well. Quality assurance reports, although detailed, do not contain all of the information needed.

Well-being

People are safe and protected from abuse, harm and neglect. This is because workers have completed training in safeguarding, and they are confident to raise any safeguarding concerns they may have. There have been some recent improvements to the way people are involved in making decisions about the running of the service to make sure their views are considered.

The physical environment contributes to some degree to people's well-being as the service is clean and people have personalised their own rooms. There is room for people to spend time with each other or privately in their rooms. Improvements are needed to the gardens.

The relationships people have with those who support them is good. Care workers know people well and the atmosphere is relaxed and friendly with some good humour and banter.

People are happy and there are some things for people to do, both within the service and in the local area. Sometimes opportunities for people to do things are limited due to staffing problems, but people are happy to either spend time as a small group, or to spend time in other services.

Care and Support

People are supported by a small team of care workers who know them very well, knowing what and who is important to them. Interactions are friendly and relaxed, showing a rapport has been built up. There is a lot of laughter and good-humoured banter.

Care records have improved since the last inspection. They contain a personal history, care plans for a range of areas including personal care, communication, diet and activities. Goals and outcomes are recorded to assist with care planning. Daily records are comprehensive and set out how the person spent their time.

People have opportunities to contribute, to some degree, to their care and support plans. Surveys are being carried out to make sure their views are considered with regard the day to day running of the service, including the range of activities and having pets in their home.

People's health needs are met with evidence referrals are made to health professionals as necessary. This includes psychology, dietetics, dentist, and the local GP. People's weight is monitored if this is considered necessary.

There is an understanding of the importance of good nutrition. Meals are described as "good" and they are generally made using fresh ingredients. Care workers know people well and know what they like and dislike.

There are some things for people to do. This includes going to a local gym and swimming. Some people go to a local community group and there are activities offered within the service including massage, art and crafts. Some people can leave the service independently and others need the assistance from staff. Staffing levels are a bit of an issue as there is only one staff member of duty which means that either everyone must go out or no one can. Some may spend time in one of the other services but they are quite happy to do this as they see people as their friends.

Environment

People live in a service which is generally suitable for their needs. Accommodation is over two floors. There are some ensuite facilities as well as communal bathrooms and toilets.

Bedrooms are personalised with photographs, furniture and ornaments, and people were happy to show us their rooms.

The communal areas are reasonably homely, and all of the equipment in the kitchen works, although it is dated and worn in parts.

The outside areas need repair and maintenance. The gardens are overgrown and do not offer people a pleasant place to spend time. The manager told us there are plans to completely replace and relay the patio slabs imminently.

Leadership and Management

The RI and manager have good oversight of the service. The manager knows people and the staff team well and the RI visits regularly. People often pop into the office for a chat, demonstrating how comfortable they feel to do this.

A satisfaction survey has recently been carried out which show people are very happy with their care and support. Relatives are similarly very satisfied, with all those spoken to saying how happy they are, and confident in the service.

Some improvements have been made to make sure people have a voice and can exercise choice in regard to aspects of their care and support.

Quality of care reports are written, but these do not contain the information required. This is an Area for Improvement and will be followed up at the next inspection.

There is a focus on staff development with care workers completing a range of training including the safe administration of medication, first aid, dementia care and moving & handling. Relatives describe care workers as skilled and appreciate that some have worked at the service for a long time, thereby building up a good knowledge of, and rapport with, people. The training matrix shows most training is up to date.

Supervision of care workers is carried out and this is generally up to date. However, not all managers have supervision in line with regulation. This is an area for improvement and will be followed up at the next inspection.

Care workers are appointed following a safe recruitment process. Staff files are well organised and easy to navigate. They contain the information needed, including references and security checks.

Staffing levels remain a challenge, and the RI said efforts are being made to recruit additional staff. The staffing levels do, at times, impact on people and to try and mitigate this, staff work flexibly across areas where possible.

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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6	Not all staff are receiving supervision. The quality of care reports are a summary of activities and appointments individuals have had, and not a reflective account of the service. This has not been identified or addressed by the RI. Staffing levels continue to mean people are not always able to do things that are important to them, and are, at times, required to spend time in other services.	New
73	The provider has a good knowledge of the service but is not fully meeting their regulatory duties. No reports are written to demonstrate compliance with Regulation 73, but a combined report for the four services is written by the RI . This does not contain evidence the views of people; their families and staff have been taken in to account. The provider is required to comply fully with the requirements of Regulation 73.	Achieved

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