



Inspection Report on

Lyndell House Limited

**Lyndell House Private Nursing Home
38-40
Eaton Crescent
Swansea
SA1 4QL**

Date Inspection Completed

26/06/2024

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About Lyndell House Limited

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	LYNDELL HOUSE LIMITED
Registered places	23
Language of the service	English
Previous Care Inspectorate Wales inspection	
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

This was a focused inspection and on this occasion we only considered wellbeing, care and support, and environment in detail. Following the last inspection, we issued a priority action notice and requested the provider take immediate action to address a compliance issue. We found at this inspection the provider has taken appropriate actions in relation to environmental fire protection and fire risk checks. Some works although started have yet to be completed. The responsible individual (RI) and manager have told us these will be fully completed over coming weeks. We will check this at our next inspection.

Well-being

As this was a focused inspection, we have not considered this theme in full. People live in a safe and comfortable environment. Since the last inspection the provider has completed additional works in respect of environmental fire safety and building fire risk checks. Whilst these are not all fully completed the manager and RI have assured us they will be fully completed within coming weeks. We will check this at our next inspection. Some areas of the service would benefit from updating and re-decoration. People's physical and mental health and emotional wellbeing are considered, valued and upheld. We spoke to people and care workers, all of whom gave very positive feedback about the standard of care and support provided. We saw people being supported and cared for by experienced care workers. People have access to a range of internal and external beneficial social activities.

Care and Support

As this was a focused inspection, we have not considered this theme in full. People receive a good standard of care and support at Lyndell House. We spoke to people, care workers, and the manager during our inspection. We noted people appear relaxed, well presented, and happy. We also saw positive, warm, friendly, and polite interactions between people and care workers throughout the inspection. A person told us; *“My room is very nice. Staff are really good, all nice and polite. Food is very good here”*. A care worker told us; *“Manager is really supportive and no concerns whatsoever about people living here. Good supportive and close team working here”*. Another care worker stated; *“It’s really improving and we are working as a team now”*. The manager told us since the last inspection a full-time activities coordinator has returned to work in the service. We saw an activities board detailing a range of planned activities including games, trips out etc. At the time of inspection some people were out visiting a beach. We also noted many of the staff have worked in the service for a long time and are very familiar with people and their needs. This means they can respond to changes quickly when necessary.

Environment

As this was a focused inspection, we have not considered this theme in full. Following the last inspection, we issued a priority action notice and requested the provider take immediate action to address an on-going compliance issue. We saw both inadequate environmental fire safety issues and fire risk checks not being routinely completed as required by regulation. As part of this follow up inspection, we completed a full environmental audit and discussed progress with the manager. Many actions contained in a fire risk assessment completed by an external company in February 2024 have now been completed. These include; the installation of a new gas 'interlock' system in the kitchen and removal of storage in attic spaces. At the time of inspection a new passenger lift was in the process of being installed. The manager told us the required fire safety works in relation to the lift shaft and ceiling will be completed at the same time and over coming days. While no immediate action is required, this is an area for improvement and we expect the provider to take action. We will check the remaining actions are completed at our next inspection. The manager also showed us a new fire safety folder. The folder contained signed and dated separate fire safety checks for the fire alarm system, fire doors, fire extinguishers, emergency lighting etc. We also saw evidence of recently completed building fire and evacuation drills and fire safety signage around the building.

The provider generally ensures individual's care and support is provided in a safe and well-maintained environment. We completed an audit of both internal and external areas of the service. Whilst we noted most of the internal communal areas are presented well and in good repair, some of the hallways require new floor coverings and are tired and dated. A rear outside garden area would also benefit from improvement and appeared overgrown and poorly maintained. The manager told us they are currently recruiting for a new maintenance person as the previous one left several months ago.

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
44	The provider needs to ensure the premises is free from hazards to the health and safety of any individuals and any other persons who may be at risk. The provider needs to complete urgent works to their fire safety systems to ensure compliance.	Achieved

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
44	The provider needs to ensure the service is safe and adequately maintained. Following the last inspection we issued a priority action notice in relation to the environment and inadequate fire safety measures. At this inspection we saw the provider has made updates some of which have not been fully completed. The provider has plans to ensure these are fully completed over coming weeks.	New

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