



Inspection Report on

Carr Holm

**Carr Holm
41 Bastion Road
Prestatyn
LL19 7ND**

Date Inspection Completed

09/04/2024

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About Carr Holm

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Moore & Moore Care Ltd
Registered places	20
Language of the service	Both
Previous Care Inspectorate Wales inspection	8 June 2021
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 with the support they receive at Carr Holm and are supported by warm hearted, fun and skilled staff who know them well and provide positive reassurance and interaction. People are supported to make choices about their daily lives and personal plans are person-centred, detailed, reflect people's needs and reviewed and changed accordingly. Activities facilitated by care staff are on offer regularly.

Staff feel well supported by Management and are provided with training to meet people's needs. There are good governance arrangements in place and the Responsible Individual (RI) visits the home regularly to oversee management of the home and gather opinions of people and relatives to help to improve and develop the service; these are reflected in quality of care review reports. The home is clean, homely and well-maintained. The service is operating in line with the statement of purpose.

Well-being

People have control over their day to day lives, feel they are listened to and their views are considered; they contribute to decisions that affect their life. Care staff work from personal plans that cater for people's preferences. People say they like living at the home and can make choices on how they live their lives day to day, *'I can do what I want when I want'*. People, their relatives and staff are involved with the improvement and development of the service and we have seen choices around food and activities that are on offer. Care staff listen to people's wishes and call bells are answered in a timely way. Rooms are spacious, clean and personalised. Care records give care staff the instruction required to support people accurately and reviews are carried monthly, exceeding regulatory expectations. Proactive and communicative staff know people well and support them to move around the home safely. People have visitors coming to the home regularly and have good relationships with other people they live with and care staff.

Activities facilitated by care staff are on offer regularly, external entertainers also visit the home regularly. There are noticeboards on display telling people what activities are happening and when for the coming month. People say they enjoy the activities provided, and the wishes of those not wishing to take part are respected. On the day of inspection, we saw bingo taking place and people playing dominoes and doing jigsaws. A hairdresser also visited the home. The service is working towards the Welsh language 'Active Offer', there are bilingual signs in the service and the statement of purpose and written guide are also available in Welsh. Some care staff have attended 'Croeso Cymraeg Gwaith' training.

People are protected from abuse and neglect, with care staff receiving training in safeguarding and safeguarding policies and procedures in place and followed. People are supported to maintain and improve their health and wellbeing through access to specialist care and advice when they need it. Referrals are made in a timely manner to specialist services, ensuring people receive the right care and support, as early as possible. Care staff and the manager are proactive and work collaboratively with support agencies.

The layout of the home supports people to achieve a good standard of well-being. People are encouraged to be independent and can get to all the rooms in the home safely. Strategies for reducing the risk to people while they move around the home are sufficient and the person in charge has identified potential hazards and taken steps to minimise risks to people.

Care and Support

People can feel confident the service provider has an accurate and up to date plan for how their care and support needs should be met. People have choice over everyday decisions such as their meals, clothes they wish to wear and times they get out of bed in the morning. Personal plans are personalised, accurate, regularly reviewed and contain individual outcomes, likes and dislikes. Robust risk assessments are in place and regularly reviewed. Pre-assessments completed by the manager and deputy manager take place before people move to the home, these are face to face where possible and gather important details around diagnoses, how they impact the person, their history, how they came to be at the home and important family members. People receive care in line with their personal plans and risk assessments and care staff are kept informed of important updates through handovers between each shift. People say staff *'go the extra mile without me asking, it is like family here and I wouldn't be anywhere else'* and describe staff as *'amazing'*. Relationships between care staff and people are enriching and supportive. Mealtimes are sociable, people have choices of what to eat and can have more if they wish and describe the food as *'excellent'*. Food is well-presented and appetising, and dietary choices, preferences and allergies are passed to the kitchen. Appropriate manual handling techniques and equipment are used, in accordance with manual handling care plans.

Records show people have access to specialist advice and support from health and social care professionals, and opticians and district nurses visited on the day of inspection. For rehabilitation and short-term placements, the manager completes routine, support and exercise plans, which aim to ensure continuity of support and achieve outcomes of returning to live in the community. This evidences a proactive, collaborative and outcome focussed approach to make rehabilitation placements as successful as possible. Care plans and risk assessments are updated to reflect professional advice and care staff access appropriate and specialist training. Care staff feel they can approach the manager if they have areas of special interest they would like to receive training in.

People can be satisfied the service promotes hygienic practices and manages risk of infection. Medicines administration and storage practices in the home are good and keep people safe. All care staff receive medication training, but only senior staff administer. Regular medication audits are carried out by management and any issues identified as a result are addressed quickly.

Environment

People live in an environment suitable to their needs and the service provider invests in the decoration and maintenance of the home. Décor is fresh, bright and airy and bedrooms and communal areas are well maintained. There is a lounge and dining room for people to socialise in but people can choose to have privacy in their own rooms if they wish. People's rooms are clean, tidy and personalised to their own taste with belongings. Moving and handling equipment is stored accessibly but safely out of the way to prevent trips and falls. People say they like their rooms and the environment in general, '*some places feel like a hospital, it's not like that at all here, it's brilliant*'. The gardens are accessible from communal areas of the home, and there are plans for works to take place to make more space for people to use them. People access the main home through a securely locked door and visitors are required to sign in and provide identification on arrival. Cleaning rotas are in place and all areas in the home are clean and tidy. The service provider has infection prevention and control policies, with good measures in place to keep people safe.

People can be confident the service provider identifies and mitigates risks to health and safety. Records show health and safety audits take place and actions are dealt with swiftly by maintenance staff when reported. The environment is monitored by management and the RI as part of their visits. Feedback is also sought from people, their relatives and staff. The home has the highest food rating attainable. Routine health and safety checks for fire safety, water safety and equipment are completed and records show required maintenance, safety and servicing checks for the lift, gas, and electrical systems are all up to date.

Leadership and Management

People can feel confident the service provider has systems for governance and oversight of the service in place. The RI visits the service regularly to inspect the property, check records and gather the view of people and staff by speaking to them directly. Reports relating to visits show aspects of the day to day running of the service, such as personal plans, training compliance, supervisions and appraisals, maintenance and any complaints received. A quality of care survey is conducted by the home every six months.

Questionnaires are given to residents and care staff and the response rate is good. People who are unable to complete questionnaires independently are supported to do so.

Outcomes and recommendations from surveys are discussed in six monthly quality of care review reports and most recommendations are seen to have been implemented. Residents also give feedback to managers through resident meetings held every two months. The provider has submitted an annual return as required by regulation. Management audits take place regularly and action plans are created as a result. People say they can speak to the manager about changes to their care and action is taken. The service provider ensures people have access to a written guide and the statement of purpose in both English and Welsh.

People can be satisfied they will be supported by a service that provides appropriate numbers of staff who are suitably fit. Care staff have the knowledge, competency, skills and qualifications to provide the levels of care and support required to enable people to achieve their personal outcomes. Records show the manager has suitable numbers of staff on each shift to support people's needs and new staff undergo thorough vetting checks prior to starting work in the home and receive an induction specific to their role. Staff receive annual appraisals and one to one supervision meetings with the manager and say *'it feels like family here, I love working here'*. Staff are employed specifically for cleaning, laundry, maintenance, and cooking. Care staff feel well supported by the manager and have access to the training required to meet people's needs. Training is provided to staff through a combination of online and face to face courses and training records are reviewed and updated to make sure they accurately reflect training compliance. Care staff have registered with Social Care Wales, the workforce regulator.

People can be confident the service provider has an oversight of financial arrangements and investment in the service so it is financially sustainable, supports people to be safe and achieve their personal outcomes.

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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N/A	No non-compliance of this type was identified at this inspection	N/A
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