



Inspection Report on

Nant Leiros House

Neath

Date Inspection Completed

10 June 2021

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About Nant Leiros House

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| Type of care provided | Care Home Service Adults Without Nursing |
| Registered Provider | Care Without Compromise Limited |
| Registered places | 7 |
| Language of the service | English |
| Previous Care Inspectorate Wales inspection | This was the first inspection under the Regulation and Inspection of Social Care (Wales) Act 2016. |
| Does this service provide the Welsh Language active offer? | The service is working towards providing an 'Active Offer'. |

Summary

Nant Leiros is located on the edge of Neath town and operated by Care Without Compromise Ltd. The Responsible Individual (RI) is Steven Richards, and a qualified and registered manager is in place. The service can support up to seven people, mainly with learning, intellectual and challenging behaviour and mental health needs.

People are respected as individuals by a service that promotes their choices and independence. They participate in the planning and reviewing of their care and support. They have good support to manage their actions, and to do the things that matter to them. The feedback from people, relatives and care workers is positive.

The service has a clear concept and sets high standards for itself. It has met all legal requirements at this inspection. Overall, people can feel confident of a well-run service which demonstrates a clear commitment to quality, improvement and development.

Well-being

People live in an environment which supports their well-being and where they can be part of a community. They are able to exercise daily choice and independence. The service asks individuals about their wishes, involves them in the planning of their care, and ensures their support is appropriate. The care documentation is person focussed, reflective, and informs support well. Care workers have in-depth guidance on how to support people to achieve their goals, encourage positive behaviour, and promote independence and social wellbeing. They communicate with people in ways they understand.

People speak positively of the staff, describing them as being “*helpful*” and “*good ones*”. Staff are considerate about peoples’ needs, wishes and dignity. The service communicates well with people and their loved ones, and we had positive feedback from relatives.

The service promotes peoples wellbeing and safety. Appropriate safeguarding measures are in place and the provider liaises with relevant professionals where necessary. Staff have training to recognise signs of neglect, abuse and poor mental or physical health; they know their safeguarding responsibilities and can act appropriately.

People have good support to maintain social contacts and to participate in activities and meaningful occupations, in the home and in the community. The accommodation appears to be safe and enables people living there to have home comforts and a feeling of belonging. The service ensures safe access so people can feel at home; it also has appropriate infection control measures and visiting processes.

Nant Leiros is working towards the Active Offer of the Welsh language. As some staff speak Welsh, care and support through the medium of Welsh could be offered but currently no individual in the service has requested this.

Care and Support

The service provides a good standard of care and support to people. The service identifies and discusses people's needs with them before they move into the home and then develops individual care plans, risk assessments and support systems with them. People are encouraged to learn, develop their independence and exercise choice. People we spoke said they are able to do things that are important to them.

Peoples' individual needs are reflected in their comprehensive personal plans and associated documentation, such as risk assessments and support plans. They show people are involved in the planning of their care. Care and support is adapted to suit their situation. Risk assessments identify individuals' particular vulnerabilities and strategies for protecting them. These are reviewed regularly and when required, for example to reflect a change in support needs. Care workers have therefore good guidance how to support people to make decisions, according to their particular needs. Care workers also keep daily electronic notes to evidence the support they provide. The notes are informative, reflective, and help to improve care.

Turnover of staff is typical, which ensures continuity of care, and promotes trust and familiarity. Staff know people well, some over a number of years; they can recognise deterioration in health, mood and well-being, and act accordingly. People seem to feel comfortable with staff who provide their support.

Staff minimise the risk of harm and abuse as much as possible. Staff understand their safeguarding responsibilities and feel confident in raising concerns with their line manager. The service has appropriate infection control measures in place and there are sufficient supplies of personal protective equipment (PPE). Policies and staff training for medication management are in place to ensure good practice. The medication administration records have regular audits which note any shortfalls so the service can take appropriate action, for example retraining or updating staff. To keep people well, the service liaises timely with relevant professionals, and is pro-actively supporting people in important areas such as oral care.

Environment

The service is located at the edge of a lively community and consists of two houses; in the main house live up to five people and the adjacent, smaller, house can accommodate up to two. The home is secure from unauthorised access. People have a choice of lounges, dining areas, bedrooms and bathrooms. There are also specialist rooms, such as for medications or treatments. Various spaces for training or confidential conversations are available in the home. It is set in a big garden with a patio, barbeque and a swimming pool.

All areas appear functional and well maintained, as well as comfortable and homely. Some bedrooms have an en-suite. There are no shared rooms. People personalise their rooms with photos, furnishings and keepsakes, which promotes a feeling of belonging.

People benefit from the service's commitment to ensure safe practice; the standard of cleanliness and hygiene appears to be good. Substances hazardous to health are stored safely. Care files and medications are locked away to ensure confidentiality and safety. The maintenance files show that utilities, equipment and fire safety features have regular checks and servicing. Every individual living at the home has a personal emergency evacuation plan specific to their individual support needs, and fire drills are undertaken routinely.

Leadership and Management

The service ensures staff are fit to work with vulnerable people. Staff files indicate appropriate recruitment and vetting, and contain the legally required information. Care staff have a qualification, or working towards it. Staff go through an induction programme and have on-going mandatory, and specialist, training. Staff are positive about their training, saying they feel competent and comfortable in their roles.

They are aware of the safeguarding and whistleblowing policies and those spoken with said they feel confident raising any concerns with their line manager. Staff have regular supervision to reflect on their performance, identify support they might need, and discuss any issues. Staff say management is supportive and they feel valued, telling us *“I like my job”*, *“management is very approachable”* and *“we are working well together in team”*.

Efficient governance, auditing and quality assurance arrangements ensure the service runs smoothly and delivers quality care and support. This is supported by comprehensive policies and procedures. Management act promptly to incidents, accidents and safeguarding matters to ensure people are safe, and liaise with the stakeholders as necessary. Complaints and concerns are dealt with timely and appropriately and are monitored to help the service learn and improve. Audits oversee matters such as the accuracy and completeness of records, medication administration, support people receive, and areas relating to health and safety. The RI has good oversight of the service and is up to date with the regulatory requirements of the role. These systems help the service to self-evaluate, and to identify where improvements are required. The service sets high standards for itself and it monitors the extent to which it is meeting these.

The vision and ethos of the service are made clear. A Statement of Purpose sets out the service’s aims, values, and delivery of supports. It is consistent with the service provided. A well-written guide is available for people in the service, containing practical information about the home and the support provided. The service also offers various formal and informal opportunities for people and their representatives, to ask questions and give feedback.

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved

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Areas where priority action is required

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Areas where improvement is required

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Date Published 05/07/2021