



## Inspection Report on

**Mumbles Nursing Home**

**Mumbles Nursing Home  
278 Mumbles Road West Cross  
Swansea  
SA3 5AB**

## **Date Inspection Completed**

16/08/2023

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## About Mumbles Nursing Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Plas Newydd Care Ltd
Registered places	28
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

People and their relatives are happy with the care and support provided at the home. They live in a comfortable homely environment that is warm, clean and suitable to meet their needs. People living in the service are treated with compassion, dignity and respect by a consistent and dedicated care team who know them very well. There is information available for staff to understand how to best meet people's care and support needs. People have personal plans in place which are reviewed regularly. There is a Responsible Individual (RI) in place and a manager registered with Social Care Wales.

Staff are available in sufficient numbers and have a mix of skills to adequately provide support to people. Care workers are knowledgeable, respectful and caring. Safety equipment is in place and health referrals are made when necessary to promote peoples' health and well-being. There are opportunities for people to take part in activities both, at the home and in the community.

The service provider has developed systems to enable them to capture people's views and put checks and processes in place to keep service delivery under constant review. The responsible individual visit's the service routinely and engages with people, relatives, and staff to obtain their feedback and experiences of the service.

## Well-being

People and their relatives are happy with the care and support provided. There is good information available for staff to understand how to best meet people's care and support needs. People told us they get on well with staff and commented, *"I love the staff, they are kind to me."* A relative commented *"I can't fault them"* and *"my mum's health and wellbeing has improved since she moved into Mumbles Nursing Home."* Records show people are offered choices to make everyday decisions. The responsible individual (RI) told us they regularly speak with people who live at the home and their families about what is important and how to best support them.

People are protected from abuse and harm. Mumbles Nursing Home has an appropriate safeguarding policy in place and staff receive training in the safeguarding of adults at risk of abuse. The Service Manager has a good understanding of the legal requirements and understands when a safeguarding referral needs to be made to the Local Authority.

People get the right care and support. Records show that timely Provider Assessments, Care Plans and reviews are completed and referrals are made to a variety of healthcare professionals such as psychiatrists and physiotherapists. This is confirmed by comments from visiting professionals who told us they are satisfied with the care at Mumbles Nursing Home.

People can do the things that matter to them when they want to do them. We saw there are a range of activities available which are meaningful to people. Throughout our visit we observed activities taking place facilitated by care workers. People told us they enjoy taking part in a variety of activities. Relatives told us their family member is encouraged to stay active and to do as much as they can for themselves. This is reflected in people's care records.

People live in suitable accommodation, which overall, supports and encourages their well-being. People's bedrooms contain personalised items of their choice and are suitably furnished. They have facilities which encourage their independence and enable them to have private time. The building is well-maintained and safety checks are completed when required. The service has employed a dedicated maintenance officer for the home. The environment is clutter free and hazards are reduced as far as possible.

Staff recruitment is safe as pre-employment checks are completed prior to employment commencing. These checks are important as they determine a person's suitability to work with vulnerable people.

## Care and Support

There is a care planning system in place providing personal plans for all aspects of the individuals' physical, mental, and emotional wellbeing. Person centred information has improved such as "All About Me" booklets in place and referrals for advice and professional help regarding health services are sought as needed. Monitoring of care activities is in place with information available to staff and is recorded on an electronic record system.

People can do the things that matter to them when they want to do them. We saw there are a range of activities available which are meaningful to people. People told us they enjoy taking part in a variety of activities. There was photographic evidence and written documentation as well as observations of people undertaking activities that matter to them. Activities include body exercises, painting, storytelling, nail care and visiting entertainers. Records show people have access to local community facilities. A visiting professional commented, the service is "good" and went onto to say, "*The staff are very caring and want the best for their resident.*"

The service has safe systems in place for medicines management, but these would benefit from being more robust. There is an appropriate medication policy and procedure in place with regular audits completed by senior staff. Medication administration records (MAR) are accurate. We discussed with the manager the oversight of medication administration in place and that this would benefit from the medication audits being more robust to include more than just an audit of MAR charts, which she agreed to review. We saw medication was kept in a secure locked cabinet in a locked room. A record is kept of the temperature and is monitored to ensure safe storage of medication. Records of appointments with medical professionals were seen in hard copies in care files.

Policy, procedure and application of hygienic practices are in place to reduce risks of infection. Staff demonstrate an understanding of infection control and the use of personal protective equipment (PPE). Staff wear appropriate PPE and follow correct procedures. The home is very clean and tidy. Staff maintain appropriate standards of hygiene. Oversight and auditing of infection control measures are in place. The home has sufficient stocks of PPE.

## Environment

The accommodation is homely, comfortable and benefits from recently updated good quality decor and furnishings. We observed the environment to be free of clutter throughout. We saw people sitting in the conservatory and lounge on the ground floor and sitting in the comfort of their bedrooms which were personalised to their tastes.

There is a system of monitoring and auditing, which supports a planned maintenance schedule and renewal programme for the fabric and decoration of the premises, which is managed by the dedicated maintenance staff at the home under the guidance of the RI. The sample of three bedrooms viewed had facilities and equipment that is suitable for the individual. Staff ensure that individuals are treated with respect and sensitivity.

Measures are in place to ensure risks to people's health and safety are identified and dealt with. The oversight of health and safety is in place with regular audits of the environment but these would benefit from strengthening. For example, two leaks in the roof were observed during our visit which the manager told us this was in the process of being addressed. Maintenance records show equipment is regularly serviced to make sure people remain safe. People's personal records are held securely and access to the home is monitored by staff to help keep people as safe as possible.

Laundry is well organised. Appropriate systems are in place and all laundry equipment is in working order. There is an area with shelving for linen storage and ironing facilities. There is an organised storage area for household waste and clinical waste bins. The storage of substances which have the potential to cause harm was sufficient because we found that materials used for cleaning were stored in an appropriate locked cupboard.

## Leadership and Management

The service provider has governance arrangements in place to support the smooth operation of the service. Arrangements for the oversight of the service are in place, such as systems for care planning, monitoring, and review to enable people to achieve their personal outcomes. The service is provided in line with the objectives of the Statement of Purpose, which is regularly reviewed. We saw policies and procedures are in place and reviewed regularly.

People can be assured the service provider and the management team monitor the quality of the service they provide. The RI visits the home regularly and meets with people and staff. We viewed the latest quality monitoring report, which showed people's feedback. Recommendations for improvements were included and implemented. We saw evidence the RI has oversight of the service and the manager conducts quality assurance system monitoring to ensure quality care is delivered but this could be strengthened by further developing the audit process.

The service provider has oversight of the financial arrangements and investment in the service. The RI assured us the service is financially sustainable to support people to be safe and achieve their personal outcomes. The RI told us of investment such as the implementation of the new electronic record system, on-line staff training, updating bathrooms and flooring and resurfacing the driveway.

There are enough staff on duty to safely support and care for people. Records show there is a stable and consistent team in place with a mixture of experienced and new staff available, and this was seen during our inspection. People living at the home told us *"I can get the help I need when I need it."* and a relative commented *"I have always found there enough staff around when you need them."* The service provider has improved selection and vetting systems for staff recruitment and pre-employment checks are completed prior to employment commencing. Supporting and developing staff with supervision, appraisal and training is sufficient. The manager informed us that training is being updated to ensure all staff have completed the appropriate training required.

### 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
35	Staff files - employment histories were insufficient with unexplained gaps and rounding off of dates.	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
N/A	No non-compliance of this type was identified at this inspection	N/A
21	Person centred information records were incomplete. Ensure there is a transfer of paper records over to a full electronic record of people.	Achieved

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