



Inspection Report on

Bistre Nursing Home

**Bistre Nursing Home
Mold Road
Buckley
CH7 2NH**

Date Inspection Completed

7 June 2022

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About Bistre Nursing Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Bistre Care Homes Limited
Registered places	32
Language of the service	English
Previous Care Inspectorate Wales inspection	Click or tap here to enter text. This is the first inspection of the service since it was re-registered under the Registration and Inspection of Social Care (Wales) Act 2016.
Does this service provide the Welsh Language active offer?	No. This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people who use, or intend to use their service.

Summary

People are happy with the care and support they receive in Bistre Nursing Home. Care staff enjoy working there and some have done so for many years. Staff are kind, cheerful and respectfully familiar with the people they support and their care practices ensure privacy and dignity is promoted and maintained. Health is monitored all the time with external health professionals input where needed.

People have choice about the food they eat and where they dine; options are varied and nutritious and people's preference sought on a daily basis. People can choose which activities to engage with. Activities are varied, well researched and cater for each person's individual interests and personal history. The service provider ensures a good oversight of the home, making contact daily with the manager and carrying out checks and audits to monitor practices and progress. Surveys seek views of residents and relatives and identify what is working well and where further improvements can be made. The service provider listens to people and is open to suggestions.

The environment is bright, clean and spacious. Communal areas have been decorated in a way that helps people with their orientation, reflects the local area of Buckley and provides a homely feel. People feel comfortable and are happy with their surroundings.

Well-being

People have choice and control about most aspects of their care in the home. They choose when they want to get up and go to bed, what they want to eat and what activities they wish to engage in. Meals are balanced and served in generous portions. We saw people enjoy their food. There are lots of creative and stimulating activities offered and records show sessions are well attended and enjoyed. People's rooms are personalised with their own photographs and things that are important to them. People told us they have whatever they ask for and nothing in the home could be better. People are happy with the care staff who support them and enjoy living at the home.

People's physical, mental health and emotional well-being is monitored and health care sought when needed. People's personal plans are comprehensive and are reviewed monthly to keep them up to date. We saw appointments with various health professionals are made when required and there are qualified nurses on site at all times. Special equipment is provided to keep people safe, comfortable and to promote independence.

Care workers are trained in a range of relevant care topics including the issue of safeguarding; this, together with the services policies, protects people from abuse and neglect. Meetings between care staff and management encourage discussion about any concerns they may have; the daily presence of management, who staff confirm to be very approachable, means there are ample opportunities to discuss any concerns or ask questions. The service takes complaints seriously, recording the investigations and any subsequent actions.

The accommodation is warm, clean, bright and spacious. It is decorated to aid orientation with each bedroom door being of a different colour. There are ample communal areas where people can spend quiet time, socialise with others and partake in organised activities. All areas have been decorated and furniture updated in the last year and the home is equipped and suited to meet the needs of the people living there. People have comfortable, safe beds and their rooms are personalised with photographs and other things that are important to them. People are happy with their surroundings.

Care and Support

People are provided with the quality of care and support they need through a service designed in consultation with the individual and their representatives. Plans consider their personal wishes, aspirations and desired outcomes and take into account any risks and specialist needs. We saw personal plans include a life story and one staff told us how this had helped them to engage more effectively with people. The activities organiser is able to choose and create activities of particular interest to individuals because of their knowledge of that person's history and interests. We saw reviews involve family and representatives and a recent Quality of Care review, completed by the responsible individual of the service, emphasises the need to continue involving people and their family in care planning. Senior staff also review people's care monthly to check there are no changes. People told us every day they are asked their food preferences for the next day. If an alternative to the two menu options is preferred, people can choose something different. One person said *'ask and you get what you want'*. Care staff are respectfully familiar with people they support, many have worked at the home for a long time. We heard them interacting kindly with people, providing personal care while respecting fully their privacy and dignity. A do not enter sign is hung on the bedroom door when someone is being assisted. People described care staff as *'caring, they look after us'* and *'staff never shout they are always good and kind'* and *'nothing could be better'*. The activities organiser has a contagiously, cheerful disposition. We heard him singing Elvis songs in the corridor and saw residents join in. The activities organiser has researched relevant, appropriate activities and knows people's interests well. Records show activity sessions are well attended and even people who stay in their room benefit from one to one quizzes and chats of local history. Everyone has the opportunity for social stimulation and fun games.

People have access to health and other services with support from the service. Records evidence input from external health care professionals such as dentists, opticians, dieticians and GP's. We spoke to people who told us of recent and upcoming appointments. Records show there is always at least one nurse on duty and the manager and deputy manager are also nurses. People who are at risk of pressure damage have pressure relieving mattresses to protect their skin and people have adjustable beds to help ensure comfort and facilitate repositioning. We saw equipment is provided to ensure people's safety and minimise risk to their well-being.

The service promotes hygienic practices and manages risk of infection well. Throughout the corona virus pandemic, a safe visiting area was created so that people could still enjoy visits from family and friends. We saw two housekeepers at work making sure the home is kept clean and tidy.

Environment

The service provider ensures people's care and support is provided in an environment that promotes their personal outcomes. We saw people have aids to enhance their mobility and ensure their comfort. Corridors are wide to allow for wheelchairs and hoists. People have beds that aid repositioning, accessible showers and toilets, and bed rails are in place following risk assessments. We saw people's rooms have their own photos and personal items displayed to make their environment more homely. Bedroom doors are painted in different colours to facilitate orientation and we saw people come in and out of their rooms with confidence and certainty. We found the home spacious, bright and clean. The home has been painted and decorated throughout in the last year and furniture updated. Spacious communal areas allow space for various activities. Photographs of residents celebrating various events are on walls creating a homely welcoming atmosphere. The garden has furniture so people can sit out and enjoy fresh air. The environment is pleasant and welcoming. The building is secure, visitors are required to sign in and out and there are keypad door locks in areas where people are particularly vulnerable. We saw the need for any such restrictions has been properly and independently assessed to make sure it is in the best interest of people living in the home.

The service provider identifies and mitigates risks to health and safety. We saw all safety checks are routinely carried out and recorded. Records evidence arrangements are in place to ensure the safe use of electricity, water and heating and electrical appliances are checked regularly and maintained. Fire safety is ensured through testing of fire equipment and lighting and training of staff and there is a personal emergency evacuation plan for everyone living in the service. A water hygiene log, electrical checks record, maintenance schedule and regular safety audits help to ensure everything is safe and well maintained.

Leadership and Management

The service provider has good governance arrangements in place to ensure the service is well run. We saw the provider seeks ways to ensure continued satisfaction, distributing surveys to seek the views of residents and relatives. The responsible individual visits the service every three months and produces a report of their findings including what is working well and actions to take. Additionally, a quality of care review is carried out and a report produced with actions to consider. The responsible individual contacts the manager daily for a report on the day and the manager confirms she feels well supported. All this illustrates the service is always looking for ways to improve and is proactive in supporting it's staff. We spoke with care staff who confirmed the manager and other senior staff are very approachable. They feel confident and at ease about speaking with their seniors on any issues of concern.

Policies and procedures are in place to ensure safe practices and safe premises; the care planning systems are comprehensive and ensure staff are kept up to date with people's needs and preferences. Staff are trained in the areas relevant to their roles and records show they are being supported to further develop their learning. There are meetings between management and staff and the daily presence of leaders help ensure staff can speak with management quickly if necessary. Records show annual appraisals are undertaken to capture staff's skills and aspirations and regular one to one supervision sessions helps to monitor staff well-being as well as their practice.

People are supported by a service that provides appropriate numbers of staff; they have been recruited safely and trained so they have the knowledge, competency and skills required for the job. Staff rotas and our observations on the day of our visit evidenced sufficient staff to meet the needs of people in the home. A dependency tool is used to assess staffing required and qualified registered nurses are on duty each day. Records show staff are fully vetted before employment. Staff and management meetings ensure information is shared and views sought. The service takes complaints seriously, recording these, the investigations and the outcomes and actions. We saw records of issues being investigated by the service, actions taken and recommendations made.

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

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