



Inspection Report on

Chilton Place

**14 Alma Street
Brynmawr
Ebbw Vale
NP23 4DZ**

Date Inspection Completed

14/04/2023

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About Chilton Place

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Glaslyn Retirement Homes Limited
Registered places	24
Language of the service	English
Previous Care Inspectorate Wales inspection	21 December 2022
Does this service provide the Welsh Language active offer?	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

This was a focused inspection. On this occasion, we did not consider the physical environment or leadership and management theme in detail. The service provides a relaxed atmosphere where people look comfortable and cared for. Opportunities to participate in activities are available and care staff treat people with respect and dignity. Monitoring and auditing of key areas of care delivery are in place. Medication practises have been strengthened.

Well-being

People appear comfortable and content and are positive about the care they receive. Care staff are available to provide support and their approach is kind and caring. It is clear staff know the people they are supporting well. People are encouraged by staff to interact with each other, get involved in activities and events.

People can access the necessary health services to maintain their health and wellbeing. Appointments with health and social care professionals are arranged for regular checks or if individual needs change. The administration of medicine has improved. People have developed good relationships with care staff whom they know well and this helps to support people's well-being and emotional health.

Care and Support

As this was a focused inspection, to test areas of improvement raised at our last inspection, we have not considered this theme in full.

Throughout our visit, there appeared to be sufficient staff on duty to support people, providing care with genuine warmth and compassion. Care staff are attentive and respond to people's needs with appropriate levels of prompting and support. People look relaxed and comfortable in the presence of staff.

Personal plans are in place for each person and cover key areas of people's care and support needs. Plans include information relating to health issues and the support people, who require it, with their medication. The management of medicines at the service has improved. A visiting medical professional provided positive feedback about the service. Regular monitoring and auditing of medication administration is in place to identify any issues quickly. Medication administration records (MAR) sheets are detailed and accurate.

Leadership and Management

As this was a focused inspection, we have not considered this theme, in full.

The responsible individual (RI) maintains oversight of the service and visits the service as required. There are governance arrangements to support the operation of the service in place. The service is well managed on a day-to-day basis. The manager continues to develop quality assurance systems to ensure the quality of care is consistent and improvements are ongoing.

At the time of our inspection, the service has a rating of 1 “*major improvement is necessary*” from the food standards agency. We spoke to the manager about this matter and was informed the action required to improve food safety had been taken. The food safety officer had returned to the service and removed enforcement action. The service would request a new inspection and re-rating of the food hygiene standards at the service.

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
58	The service provider does not have robust arrangements in place to ensure that medicines are stored and administered safely.	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
21	Paperwork to evidence mental capacity assessments and associated best interests' decisions were not available to ensure peoples liberties were protected.	Not reviewed at this inspection
35	The service provider failed to ensure all the required recruitment documentation was available for new staff members.	Not reviewed at this inspection

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