



Inspection Report on

Nant Leiros House

Date Inspection Completed

06/07/2023

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About Nant Leiros House

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	10 June 2021
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

Nant Leiros House was bought by new owners in 2022, which resulted in some managerial changes. The new manager and Responsible Individual (RI) have had a positive impact on the service. People are happy in their home. They receive prompt and effective support from care workers, who encourage them to develop their skills and achieve their personal goals. People's care and support needs are clearly identified within personal plans. Care workers support people to pursue their own interests and lead a healthy, active lifestyle.

The service has a full complement of staff, which ensures people receive good continuity of care. Care workers are supported by a management team that leads by example. Staff are motivated and passionate about making a positive difference to people's lives. They receive a good level of training to enable them to fulfil their roles effectively. The professional development of staff is actively promoted. The RI regularly monitors standards at the service and sets actions that will drive improvement.

The service has the facilities to meet people's needs. People are accommodated in one of two buildings that share the same grounds. The main building accommodates up to five people whilst the smaller building, known as the Coach House, accommodates up to two people. The home is safe and well-maintained. People are benefitting from ongoing environmental upgrades.

Well-being

The service promotes people's rights. We found that people have control over their day-to-day lives. They are involved in setting their own goals and developing and reviewing their personal plans. Care workers treat people in a dignified, respectful way. People follow their own interests and routines, which gives them structure and a sense of well-being. They are encouraged to do as much for themselves as possible. The RI often speaks to people about their experiences and uses the feedback gathered to make positive changes.

People receive good quality care and support. Care workers know what is important to people and how best to support them. They are committed to helping people maximise their potential; an ethos reinforced by the management team. People's individual needs and wishes are outlined within detailed personal plans. People have opportunities to socialise with others inside and outside the home. They are encouraged to keep active and to maintain a healthy diet. Care workers ensure people receive their prescribed medicines. The service promotes a good standard of cleanliness to reduce infection risks.

People live in spacious, homely accommodation. Their private rooms are appropriately furnished and personalised as desired. People can relax and do things they enjoy in indoor and outdoor communal areas. People contribute to the upkeep of their home, which helps develop their independence and gives them a sense of achievement. Care workers support people to make use of community facilities, which they can access easily.

People's safety is promoted. The home maintains safe staffing levels to ensure people receive timely support from care workers. People have developed trusting relationships with the staff and management team. They respond positively when given support and direction. Staff are recruited in a safe way. They receive a range of mandatory and specialist training relevant to people's needs. This ensures people receive safe, appropriate care. Staff complete training in relation to safeguarding adults at risk. They know how to manage risks to people's well-being and report any incidents or concerns. The RI visits the service often to ensure it is meeting people's needs and expectations.

Care and Support

Nant Leiros House has a lively, welcoming atmosphere. Care workers encourage people to be active. People regularly spend time in the community doing things they enjoy. Each person has an activity planner that has been developed based on their hobbies and interests. Care workers support people to carry out these activities, responding flexibly to their changing needs and wishes. Community-based activities are carefully planned; some are within walking distance whilst others are accessed using public transport or the home's vehicle. People told us they enjoy shopping trips with care workers. Relatives confirmed that care workers support people to follow their interests, which has a positive effect on their well-being.

The service develops detailed personal plans that identify the goals people want to achieve from their care and support. Progress is monitored during routine reviews, which take place every three months. The service has also introduced opportunity planners to help people develop their living and social skills as part of their daily activity. These include exercising regularly, taking part in community-based activity and completing household tasks. Records show that people are encouraged to achieve their daily and weekly targets. Care workers told us this is an effective way of helping people learn and maintain new skills, which are then incorporated into their personal plans. Care workers spoke proudly about the progress people have made. This is also reflected in the feedback they gave as part of an internal staff survey.

People feel happy and safe at the home. They have developed positive relationships with care workers that are based on mutual respect. Care workers recognise when people need support and provide this promptly and sensitively. People told us they enjoy teasing care workers, and we heard much laughter as jokes were shared. Personal plans provide detailed information about who people are and how care workers should manage risks to their well-being. Care workers make clear, detailed recordings following any incidents, which managers can view at any time. Each person's specific support strategies are input into the electronic record keeping system; this allows managers to easily identify patterns of behaviour and evaluate how effective the support strategies are.

People are supported to keep healthy. Personal plans identify what people can do to manage their own health. Information about people's health conditions is available within care records for care workers to refer to as needed. Records show that people consistently receive their prescribed medicines. These are stored safely and regularly audited. Care workers encourage people to eat healthily. Where appropriate, they support people to develop an individualised menu plan based on their dietary needs and preferences. The provider employs a positive behaviour support (PBS) practitioner whom staff can contact for advice and support. Relatives described the quality of care and support as "*amazing*".

Environment

People live in spacious, homely accommodation. Private and communal rooms are appropriately furnished and decorated; they contain numerous leisure items for people to use, as desired. People appeared to be comfortable as they relaxed or spent time with others within communal areas. Care workers respect people's right to privacy, giving them time and space when needed. People told us they are pleased with their individual rooms, which reflect their own tastes and interests. Personal profiles of all those living and working at the home have been produced for display. These act as an introduction and talking point as they include a photograph of the individual and information about their interests and backgrounds. People have helped paint internal and external areas. The front courtyard is nicely presented, featuring wall art, flowerpots and other outdoor decorations. People can enjoy the view from the seating area on the rear garden patio. There are plans to redevelop the lower garden so it can be safely accessed and used.

The service promotes a good standard of hygiene, as outlined in its infection control policy. The RI assesses the cleanliness of the environment during formal visits to the home. We observed communal and private rooms to be clean and tidy. Records show that care workers support people to clean their private rooms and launder their clothes as part of their daily routine. People told us they also carry out a deep clean of their rooms every week. Staff handover sheets prompt care workers to complete general cleaning tasks during their shifts, such as the cleaning of communal rooms. Records confirm that staff are required to complete training in relation to food safety and infection control. The Food Standards Agency awarded a food hygiene rating of 4 (good) following an inspection in December 2022.

There are suitable arrangements in place to ensure the accommodation and facilities are safe and well-maintained. A record is kept as visitors enter and leave the premises. Records show that satisfactory gas safety and general electrical inspections have been carried out within recommended timeframes. We saw that chemicals and other hazardous items are stored securely. Staff are clear about the process for requesting maintenance and repairs, which are completed in order of priority. People are benefitting from environmental upgrades. Refurbishment of communal bathrooms began shortly after the inspection. There are also plans to renew the flooring within hallways. The home stores confidential information appropriately.

Leadership and Management

The home has a strong leadership and management team. The manager and RI are well respected. Staff told us they are led by a dedicated manager who is “*exceptionally good*” and “*one of the most down-to-earth people*”. People are familiar with the RI and appeared comfortable sharing their thoughts and feelings. The RI assesses standards on a formal and informal basis; this involves speaking with people about the service they receive and analysing records and data. The RI produces reports about the home’s performance following three-monthly formal visits and six-monthly quality of care reviews. Actions for improvement are also set and reviewed. The feedback gathered indicates that people have fulfilling experiences. A suggestions box is available for people to share their views about the home at any time. Posters with online links to feedback surveys are also on display.

The service has an up-to-date statement of purpose that outlines its aims and objectives and explains how these will be achieved. We found this document to accurately reflect the service being provided and outcomes being achieved for those living in the home. The provider has invested in the service, ensuring the necessary resources are available for it to run smoothly. This includes the recruitment of additional staff and introduction of new software. The RI told us funds have been allocated for environmental upgrades. The home is also given a monthly budget to reward staff for their hard work.

The home has a stable team of staff following a successful recruitment drive. This means people consistently receive support from care workers they are familiar with. Records show that staff undergo the required pre-employment checks, including a criminal check via the Disclosure and Barring Service (DBS). The expansion of the staff team has relieved pressure on care workers and boosted morale. Care workers told us they feel part of a good team that has an appropriate mix of skills and experience: “*I couldn’t have asked for a better team to come into.*” The staff and management team have had opportunities to develop, taking on new responsibilities and progressing to more senior positions.

Staff enjoy their jobs and find them rewarding. Their achievements are celebrated via a staff recognition board that is prominently displayed. Staff receive a range of training, as outlined in the service’s statement of purpose. This includes training in relation to positive behaviour management (PBM) and safeguarding adults at risk. Care workers described their training as “*good*” and told us they know how to report concerns about people’s welfare. The service has a clear, up-to-date safeguarding policy that reflects Wales Safeguarding Procedures.

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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