



Inspection Report on

The Old Manse

**THE OLD MANSE
HAVERFORDWEST
SA62 4LB**

Date Inspection Completed

26 February 2021

Welsh Government © Crown copyright 2021.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.

About The Old Manse

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Pembrokeshire Resource Centre LTD
Registered places	4
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	No

Summary

This was a focused inspection to consider the non-compliance notice issued following the previous inspection and the other areas where it was felt the service was not operating in line with regulations. The notice related to the home not providing a service which promoted people's health and wellbeing. The other areas of non-compliance centred on poor oversight and management of the service.

In light of the ongoing Coronavirus pandemic, the inspection was carried out by a shorter visit to the home and a review of the paperwork was completed virtually.

The inspection recognised a number of improvements made in regards to the leadership and management of the service with the Responsible Individual (RI) visiting the home in line with regulations and completing Quality of Care Reports which gave clear oversight of the running of the service. There has also been progress in promoting people's health and wellbeing though there are some improvements still to be made with making personal plans more outcome focused and better opportunities for people to partake in a range of activities within the home.

The home environment was clean and hygienic though there are often delays in carrying out repairs/maintenance tasks which has resulted in people living without all of their

personal belongings in their bedroom and some areas of the home looking marked and in need of painting.

Well-being

People's rights and entitlements are upheld and their culture and religion are taken into consideration as part of the care planning process. We saw evidence of people having an independent advocate and being supported to complete questionnaires about the running of the service. People are also able to make daily decisions such as planning meals.

User guides are adapted to meet the communication needs of people living in the service and photographic evidence was seen of care staff going through the guides with people. Although there was no easy read complaints guide on display in the home, we saw photographic evidence of care staff going through the complaints procedure with people to ensure they understood their right to make a complaint.

People are supported to maintain relationships with family and friends which has continued remotely during the Coronavirus pandemic. People spoke about key members of care staff they get on with and during the inspection, we saw evidence of care staff interacting well and in a caring manner with people.

Care staff are provided with clear information about how to meet the day to day care needs of people, however, there continues to be a lack of clear objectives and goals for individuals as part of personal plans. There is also little evidence of people being included in the formulation and review of their personal plans.

People are provided the opportunity to have a say on the décor of the home and pictures displayed in the main living areas help to reflect their identity and sense of belonging.

The safety of people living at the home is promoted with all staff undertaking safeguarding and behaviour management training.

Care and Support

People can be confident that care is provided in a way which promotes their health, wellbeing and safety. Health plans are in place and people are registered with universal services. We saw evidence of care staff arranging medical appointments and sharing an easy read guide to having a vaccination in order to prepare people for their Covid-19 vaccine. However, there is still a lack of engagement with more specialist services who can provide individuals and care staff support around specific disabilities. This also includes seeking advice around any aids and adaptations to enhance the home environment and independent living skills.

Plans and risk assessments are in place and provide care staff with a clear understanding of the day-to-day care needs of individuals. Personal plans require some updating to reflect people's personal outcomes and to evidence any input individuals have in the formulation and reviewing of their plans.

Although care staff manage incidents effectively, recordings of de-briefs with care staff and individuals following incidents are vague or not completed. The service has taken measures to address this and are formulating a policy to provide clear guidance to care staff around incident de-briefs.

People have been supported to attend day trips and various activities in the community when Covid-19 restrictions have not been in place. Activity planners have not been updated to reflect current Covid-19 restrictions and daily logs do not show that people have been engaged in creative and meaningful activities throughout the day. It is positive that the rota now provides enough care staff to cover activities.

Medication management has improved and the Medication Administration Record matches the health plans. There was an issue with the daily medication counts and weekly audits identified at inspection. The service provider has reported it has taken action to amend this.

People appear happy living at the home and a social worker has informed us they are pleased with the care and support provided. Feedback from family members forming part of the Quality of Care review also highlights positive views around the care people are provided.

Environment

The home provides a safe living environment for people though it may benefit from aids and adaptations to help improve the everyday living experiences for people with particular disabilities. The home presented as clean and provided adequate space for people to enjoy each other's company and have time in private.

It was clear from the Quality of Care report and from visiting the property that repairs/replacements were slow. It had been identified nearly a year ago that a section of the house required painting which still had not been completed. There was evidence of pictures and art work on display in the main living areas to promote a sense of identity and belonging. This was not consistently evidenced in the bedrooms with one room being emptied of personal belongings whilst awaiting refurbishment. There had been a delay in purchasing the required storage item for the belongings to be returned. We expect the service provider to take action to rectify issues around maintenance and the upkeep of the property and we will follow this up at the next inspection.

The home followed Covid-19 infection control measures with visitors being tested before entering the property. Covid-19 guidance was in place for care staff and an easy read version was available for people living in the service. Care staff wear personal protective equipment in line with Government recommendations.

Leadership and Management

The service benefits from the stability of a registered manager and the Responsible Individual (RI) visits the home in line with regulations. We saw the RI provided Quality of Care reviews where people living in the home, their family, care staff and commissioners were consulted on the quality of care provided. These measures helped to identify actions for improvement which were followed up in subsequent reviews.

People can be assured they are provided with care and support in line with the Statement of Purpose and they are cared for by care staff who have the skills, knowledge and experience to meet their specific needs. We saw care staff attended relevant training which includes Autism and Safeguarding. Care staff received supervision in line with regulations though supervision records lacked emphasis on the training and development of care staff and their wellbeing. This had been highlighted as an issue by the service provider prior to the inspection; as a result supervision training was provided for the manager and team leaders. Care staff report they felt supported by the manager and felt there was good training and development opportunities.

There are clear recruitment processes in place to ensure people are cared for by care staff who have undergone the necessary checks and are safe to provide care to vulnerable people. Care staff work with other professionals as evidenced in monthly Multi-Disciplinary meetings though the minutes of the meetings do not make it clear the professional discipline of participants.

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

The service provider has not ensured that the service is provided in a way which promotes the health and wellbeing of individuals

Regulation 21

Areas where priority action is required

None

Areas where improvement is required

The home does not promote a sense of identity for everybody due to delays in replacing bedroom furniture and belongings (when removed for decorating/safety) and some areas required maintenance due to general wear and tear. Maintenance jobs identified in the Quality of Care report were not always carried out promptly.

Regulation 44

The provider will need to:

- Establish a system where repairs and replacements are dealt with in a more timely way
- Paint areas of the home which presents as requiring some attention such as the Porch
- Replace bedroom furniture as and when required
- Liaise with other services to consider any aids and adaptations to assist people with a disability

The area(s) identified above require improvement but we have not issued a priority action notice on this occasion. This is because there is no immediate or significant risk for people using the service. We expect the registered provider to take action to rectify this and we will follow this up at the next inspection.

Date Published 27/04/2021