



Inspection Report on

Peniel Green Care Home

**Peniel Green Care Home
216 Peniel Green Road
Peniel Green
Swansea
SA7 9BD**

Date Inspection Completed

20 July 2022

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About Peniel Green Care Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	HC One Limited
Registered places	34
Language of the service	English
Previous Care Inspectorate Wales inspection	22 December 2021 & 23 December 2021
Does this service provide the Welsh Language active offer?	The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

This inspection was carried out to review levels of staff supervision and appraisal; an area where the service was not meeting legal requirements at the last inspection, resulting in CIW issuing the service with a Priority Action Notice. We focused on the quality of leadership and management and reviewed parts of the building we had also identified as needing improvement. We considered how our findings impact on people's well-being.

The newly appointed manager and deputy have had a positive impact on the home. People have good relationships with the staff team, and their voices are heard and respected. The service follows correct safeguarding procedures to help protect people from harm and abuse. Levels of care staff have improved overall, meaning that people experience better continuity of care and timely care and support. However, housekeeping staff shortages are putting standards of infection control at risk and must be addressed.

Managers have made significant improvements to ensure people are cared for by staff whose performance is monitored through regular supervision and appraisal. Staff feel comfortable discussing issues with managers and morale is improving. Environmental upgrades have been made internally and externally, improving the condition, safety and appearance of the premises.

Well-being

People have a voice and are encouraged to speak up about the service they receive. Monthly resident meetings allow people to air their views about life at the home. Managers attend these meetings to answer people's queries and ensure feedback is acted upon if needed. Prompt action has been taken to improve people's access to the daily menu. People told us care workers treat them respectfully and support their individual routines.

The service promotes people's physical and emotional well-being. People take part in various activities and are supported to meet with family and friends. Regular church services are held in the home to cater for people's spiritual needs; people are also supported to attend church if possible. The service offers a varied menu and care workers make sure people have access to drinks and snacks throughout the day. Care workers are visible within communal areas and available to support people as needed. There are measures in place to reduce COVID-19 risks. People get on well with care workers and respond positively to them when being supported. Staff are now receiving three monthly supervision and annual appraisals. Therefore, people are cared for by staff whose performance is monitored and skills developed.

Managers help protect people from harm and abuse by reporting incidents promptly and following advice from the Local Authority safeguarding team and other relevant agencies. Care workers are familiar with safeguarding and whistleblowing procedures. They report changes to people's health and well-being promptly and are comfortable approaching managers with any issues or concerns. The service is maintaining appropriate levels of care staff, with support from regular agency workers if needed. The grounds have been made more secure to help keep people safe. Managers have organised systems in place to monitor the quality and compliance of the service.

People live in a homely environment. The main lounge is a popular, well used room where people socialise with others and enjoy entertainment and activities. If preferred, people can enjoy the peace and privacy of their own rooms, or quieter communal areas. Work is in progress to replace people's stained, damaged carpets. Care workers support people to access the front garden, which is well presented. The service needs to provide adequate housekeeping staff to maintain a consistent standard of cleanliness.

Care and Support

As this was a focused inspection, we have not considered this theme in full. However, we made the following observations:

People have a say in how the home is run. There are two resident representatives who hold meetings with staff every month to discuss people's day-to-day experiences. This includes the support they receive, the quality of their meals and the activities available to them. Managers confirm during these meetings the action they intend to take in response to the feedback given.

The service caters for people's food and drink preferences. Snacks are available within the main lounge, and we saw care workers providing people with a hot or cold drink. People confirmed they are given plenty to eat and drink throughout the day. The home offers a varied menu and people may request alternatives if preferred. We found that people did not know far enough in advance what the daily meal options were, as the menu is kept in the dining room. Managers took immediate action to address this by providing people with a copy of the menu every morning. We were told this has proved successful in enabling people to request, and catering staff to prepare, alternative meals to those planned.

People are able to do things they enjoy. The service has a well-being coordinator who works shifts during weekdays and weekends. This has increased opportunities for people to take part in a range of activities at a time that suits them, including attending church services on Sundays. Care workers also promote individual and group activities between care tasks. We saw people enjoying entertainment from a saxophone player and found that their individual needs and wishes are catered for. For example, some people enjoyed doll therapy, reading or watching television, whilst others relaxed in a quieter part of the lounge. We saw people being supported to attend hospital appointments, meet with their relatives and spend time in the front garden. The home organised a long weekend of Jubilee celebrations, which made people feel very nostalgic. We saw the lounge decorated with tennis-themed bunting for Wimbledon season.

People have good relationships with staff, who are kind and considerate in their approach to care. People told us care workers know their preferred routines and respect these. Senior staff told us care workers report changes in people's health promptly so advice from medical and specialist services can be sought if needed. Staff have received nominations for 'Employee of the Month' and 'Kindness in Care' awards in recognition of their hard work. Care workers are familiar with safeguarding and whistleblowing procedures. Managers report safeguarding concerns promptly and work with the Local Authority and other agencies to ensure risks to people's well-being are reduced as far as possible.

Environment

As this was a focused inspection, we have not considered this theme in full. However, we made the following observations:

Environmental upgrades are underway to improve the appearance and cleanliness of people's bedrooms. We found that stained, damaged carpets have been removed so new flooring can be fitted. A designated area for staff has also been created next to the dining room. This provides space for staff to complete care recordings and hold confidential meetings and calls. It is close to both communal rooms so staff support can be accessed quickly if needed. Work to improve the safety and security of the grounds has also been carried out. New gates and fencing have been installed along the border of the property and between the front garden and car park. The front garden is a pleasant place to sit and has some interesting features, such as ornaments, statues, shrubs and flowers. A new ramp at the entrance has improved access to the home.

The service has measures in place to reduce the risk of COVID-19 and other infections. Staff make sure visitors have completed a negative lateral flow test before allowing them into the building. Hand sanitiser and face masks are available in the entrance area. Care workers undergo regular lateral flow testing and continue to wear face masks in line with the service's own risk assessment. Handwashing facilities, hand sanitiser and waste bins are available and accessible in various places throughout the building. The medication room and external bin area need to be monitored more closely to ensure they are kept tidy.

Leadership and Management

The new management team has had a positive impact on the running of the home and on staff morale. The newly appointed manager and deputy have worked at the home for many years and are well respected by staff. There are well-organised systems in place to help managers monitor the quality and compliance of the service. Staff told us they can approach managers at any time and feel listened to during their regular staff meetings and formal supervision. Managers were described as “*brilliant*”. Staff enjoy their jobs and they spoke fondly about the homely atmosphere that has resulted from the needs and wishes of residents being put first.

The service was not meeting legal requirements at the previous inspection with regards to the completion of staff’s three-monthly supervision and annual appraisals. We issued a Priority Action Notice requesting the provider take immediate action. At this inspection, we found significant improvements have been made and the service has now achieved compliance in this area. Records show that staff are receiving formal, individual supervision every three months plus annual appraisals. Managers use a grid to monitor the completion of these, which shows that the supervision and appraisal of all staff is up-to-date. Supervision and appraisal records demonstrate that staff openly discuss their issues or concerns, as well as training needs and development plans. Where issues are identified, actions are set and later reviewed to ensure they have been addressed.

The service has taken positive steps to address the staffing challenges it has faced during the COVID-19 pandemic. Rotas show minimum care staffing levels are consistently being met or exceeded. Agency staff work regular shifts to cover staff shortages and provide continuity of care. Staff told us their workload is particularly demanding when the home runs with minimum care staff, although care is not compromised due to how well staff and managers work together. We saw people being supported by care workers promptly and with due care. People told us they occasionally have to wait for support when it’s busy, although this does not happen often. Staffing duties are allocated during handover meetings so the team is clear about their responsibilities during each shift.

The service is struggling to provide adequate housekeeping cover. There were shortages on the day of the inspection, meaning all routine domestic tasks could not be completed. Rotas from the previous week showed there had been regular housekeeping shortages, including one occasion when no cover was provided. This resulted in other staff having to complete high priority domestic tasks. This frequent shortfall of staff is likely to affect overall standards of hygiene and staff retention and morale. While no immediate action is required, this is an area for improvement and we expect the provider to take action. Staff told us managers recognise that housekeeping duties are being compromised and are working hard to recruit more staff. The manager confirmed infection control is a concern due to the staffing situation, but every effort is being made to address this. We have been assured that

an extra full-time housekeeper will be in post from September 2022 and that two potential new recruits have been identified. Some staff have received the required training to enable them to cover housekeeping shifts, which could also be provided to other staff.

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
36	The service provider continues to fail to ensure that staff are provided with supervision and appraisal consistently.	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
34	The service has regularly operated with insufficient housekeeping staff due to staff shortages.	New
44	A sample of resident bedrooms was viewed during the inspection. 3 out of 4 bedrooms viewed had carpets which needed replacement due to being old and stained.	Achieved

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