



Inspection Report on

Trafalgar Park Care Home

**6 Heol Islwyn
Nelson
Treharris
CF46 6HG**

Date Inspection Completed

10/01/2024

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About Trafalgar Park Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	HC One Limited
Registered places	52
Language of the service	English
Previous Care Inspectorate Wales inspection	04 November 2022
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

Trafalgar Park provides care and support for up to 52 people. The home is divided into four separate units. One of these units is not currently occupied, as a major refurbishment is being completed. The provider has kept us informed of their intention to add some nursing provision to the existing residential care. We are satisfied this change has been well planned.

There is a relaxed and happy atmosphere in the home. The home is kept clean and well maintained. Care staff support people with dignity, respect, and compassion. The quality of care and support is consistently good. Care planning is based on each individual as a person, and the outcomes they would like to achieve.

An experienced manager oversees the day to day running of the home. They have introduced positive change to the home since they took over in February 2023. The manager is supported by the regional manager and Responsible Individual (RI) who both visit the home regularly.

Well-being

The home has a positive focus on promoting and maintaining people's wellbeing. People have choice over their day to day lives. They choose when they get up in the mornings, retire at night, how they spend their day and with whom. Varied menus are offered, with choices of meals, snacks and refreshments throughout the day, including vegetarian options.

Family members and friends are encouraged and welcomed to visit as often as they would like, and at times convenient to them. People's choice of what they like to occupy themselves with throughout the day is respected. Activities people enjoy include exercise classes, pet therapy visits, baking, gardening, knitting, attending local church services, and having entertainers visit. The home encourages people to engage in activities which are meaningful to them. Dedicated staff are employed to oversee activities in the home, the manager is prioritising the recruitment into one of these roles which has recently become vacant.

People living at the home and their relatives are very complimentary about the care and support they receive. One person told us *"There are always plenty of staff around to help me, they really are so kind. I am happy here and have no complaints at all."* A visiting family member told us *"They are so happy here; the standard of care is amazing. The girls really listen to what we say and take it on board. They always keep us informed of what is going on, communication is very good."*

People are kept safe from risk of harm. The home has a safeguarding policy which is aligned to current guidance. Care staff receive regular training in how to keep people safe and are confident with how to report any concerns they have.

Care and Support

The quality of care and support is very good. Personal plans are individualised, clearly written, and have a focus on what the person's strengths are, and what they would like to achieve in each identified area. Plans are produced with the person, or their loved ones and contain important information on their background and what is important to them. Individual risk assessments are detailed and regularly review areas where someone may be at increased risk of, for instance, falls, skin breakdown, or weight loss. Care staff are trained to recognise and report on changes to people's wellbeing. Prompt referrals are made to healthcare professionals when required, with their advice documented and followed. Accurate records are kept of the care which has been delivered. The manager is working with care staff to improve the level of detail in general notes about people's wellbeing.

We saw care staff treating people with genuine warmth and compassion throughout our inspection. Care staff give reassurance to people when they are supporting them and keep talking to them about what they are doing and why. This results in people feeling comforted and relaxed. People are encouraged to maintain their independence and offered support when required. The mealtime experience is an enjoyable, sociable time. People are offered a range of appetising meals. Actual meals are shown to people to help them to choose, which is best practice.

The home supports people to take their prescribed medication to keep them well. Robust medication procedures are followed. An electronic recording system is used which alerts senior care staff when medication is due. The manager carries out regular medication audits to ensure records are kept accurately. The medication management policy is kept under regular review. Where people require any restrictions in their lives to keep them safe, the home follows the necessary procedures to ensure this is agreed by all relevant parties.

The provider has kept us informed of their plans to add some nursing care provision to the current residential setting. The home has liaised with the Local Health Board (LHB) about this plan. LHB professionals have visited the home and made some recommendations, which have been implemented. We are satisfied that suitable arrangements are now in place to add some nursing care provision.

Environment

The service is provided in a purpose-built care home which meets the needs of people living there. The home is kept clean and well maintained throughout. Furnishings and décor support the homely feel of the environment. The home is thoughtfully laid out and benefits from small social areas throughout to promote people's comfort and allow visitors a quiet space to spend with their loved ones. The manager told us about plans to divide a large lounge to encourage people to socialise in smaller groups. The refurbishment of one unit is having an effect but this is well managed and the impact on people is kept to a minimum.

People's rooms are individualised to their own tastes. People are encouraged to have their own pictures and personal effects in their rooms to give them a homely feel. Specialist equipment is provided to assist people who have mobility difficulties. Passenger lifts allow people to move from floor to floor safely. Bathrooms are spacious and well maintained.

The front door is kept locked, and we were asked for our identification before gaining entry. The home is safe and risks to people are well managed. Window restrictors are in place where required and doors to cleaning cupboards are kept locked. The home has a four-star rating from the food standards agency which means that food hygiene standards are good. All equipment within the home is serviced as required. Regular fire and safety checks are completed. Each person living at the home has an individual evacuation plan, to guide staff in case of an emergency.

Leadership and Management

An experienced manager is supported by the deputy manager with the day to day running of the home. They promote an open, positive culture and have made improvements to the home. The RI visits the home regularly and has a good oversight of the management of the service. The manager is well supported by the RI and regional manager. There is a clear structure within the staff team, care staff report to senior care staff, who in turn report to the management team. Care staff told us the manager and deputy manager are very supportive and approachable. Regular team meetings are held, and communication is good.

There are sufficient care staff on duty to support people in a calm and reassuring way. The skill mix and experience of staff working together is carefully planned. Staff are safely recruited, and records are kept of the required information, such as Disclosure and Barring Service (DBS) checks, employment references, and registration with Social Care Wales, the workforce regulator.

Care staff enjoy working at the home and are confident in the roles they fulfil. Care staff have ongoing training to ensure their skills and knowledge are up to date with all aspects of their jobs. Staff receive regular one to one supervision meetings; the manager told us they are working on making these more individualised to each staff member.

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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