



# Inspection Report on

**Trafalgar Park Care Home**

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

## **Date Inspection Completed**

03 and 04 November 2022

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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	29 April 2022
Does this service provide the Welsh Language active offer?	The service provider is working towards the 'Active Offer' of the Welsh language. It identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

### Summary

Trafalgar Park offers care and support to people, some of whom live with dementia. Care is delivered in a dignified and respectful way, and families have confidence in the service. People tell us *"I get the full attention I need, when I need it."* People are supported with their health and emotional needs and have access to external health professionals. The whole staff team engage positively with people and make a difference. People take part in things that make them happy. Documentation to support care delivery is consistently completed and reviewed.

The environment is clean, warm and bright. Mechanisms to ensure a safe environment are followed. Plans are in place to refresh some paintwork and better develop garden areas so they are more accessible. There are also plans to provide better internet access which is urgently required to help staff with their electronic recording of some tasks.

The provider has oversight of the service through a nominated Responsible Individual (RI). A respected manager oversees the smooth day-to-day running of the service. Sufficient, trained and skilled staff are safely employed. Information and documents are being reviewed by the RI to ensure accuracy. Communication is good, supporting positive outcomes for people.

## Well-being

People speak for themselves or have someone who can do this for them. Personal plans contain details to show if a person can safely make their own decisions, and when this is not possible, relevant referrals are made. Family members or advocates help to make decisions on behalf of people when required, but people are consulted on a daily basis about their care and what they would like to do. Care workers actively listen to people, but when a person is unable to verbally explain what they need or want, care workers are able to help them express themselves and make choices, as they know them so well. Residents who would like to, are invited to attend 'Resident Meetings' and help to represent the voice of others in the home, contributing to the development of the service. A monthly newsletter and closed internet group help people and families know what's going on. People and their families are invited to complete surveys about the care delivery on a regular basis and the provider uses this to help gauge the quality of care, and how the service needs to improve.

The provider takes steps to ensure people are protected as far as possible from harm. Care workers are recruited safely and checks are carried out to ensure they are able to work in the care sector. The staff team have relevant training for their role and competencies are regularly checked. The building is well-maintained and secure. Work is planned to make gardens more accessible. All precautions are taken to ensure the home's transport is safe. There are very good mechanisms and records in place to show how the environment is managed, but the manager is considering how this could be improved further to include storage of bulky materials. Personal plans contain risk assessment and staff are aware of these. Preventative measures are taken to safeguard people from skin damage, and where people are identified as being at risk of weight loss, this is managed well. Medication administration is completed safely.

People are supported to do things that matter to them and makes them happy. A well-being coordinator is in place to arrange more formal activities, but records show that people also do other things. People enjoy the parties and organised events the home offers, including celebrating people's special birthdays. The residents are involved in a choir that will perform at Christmas, and several people are supported to go to a weekly singing event arranged for people with memory loss. Families are free to visit when they like and some people go out to the community to visit their loved ones. The service makes every effort to provide opportunities for people to follow their own interests that brings them happiness.

## Care and Support

People are supported with kindness by care workers who are described as “*lovely*.” When people displayed anxiety as part of living with dementia, we observed warm, caring interactions, with staff offering choice and reassurance. A well-being coordinator arranges activities to interest people, and the home takes every opportunity to celebrate big events such as birthdays. ‘Residents’ Meetings’ are regularly held and well-attended. We saw consultation with people around forthcoming Christmas preparations and garden development ideas.

Before people live at Trafalgar Park they have the information they need about the service and are visited by a senior member of staff who gathers as much detail as they can about the person. Personal plans are developed, including care plans that consider risks. When people find decision making difficult, they are represented by a family member or advocate. People or their representative are asked about the service they receive on a monthly basis and encouraged to contribute to any care plan reviews and changes. Care plans have good detail and are relevant to the individual and their needs, we found these were mostly followed, but when this is not the case, the manager addresses this immediately to ensure care is delivered safely.

Daily records show that people receive the support they need in a timely manner. They also show that doctors, district nurses, chiropodists and other more specialist health professionals are involved in people’s care. The records are consistently completed but do not always capture the positive difference the care workers and wider team make to a person and their well-being, for example, how one person enjoyed the discussions around their art, or how people laughed when a member of staff turned up in a sparkly wig. When people are at risk of weight loss, this is actioned with additional care taken to record fluid and food intake. Nutritious meals and snacks are provided. The kitchen team are aware of individual’s needs and have good knowledge of any meal adaptations required, including allergies and food modification. Meal times are enjoyable but we discussed the need for people to be offered the choice to move out of a wheelchair onto a dining chair. The manager addressed this with the staff team immediately. Skin integrity is monitored and care workers report any concerns to ensure suitable equipment and treatment is secured.

Medication is administered in a safe way, and suitable professionals are involved to support people who are taking medication that needs regular review. Records are kept electronically. Members of the management team audit medication and address any issues immediately. All staff have training around ‘Safeguarding of Vulnerable Adults’ and know how to raise a concern if they need to.

## Environment

The environment is warm, bright and clean. One area of the home has a poor odour but this has been investigated by the manager and arrangements made to replace a carpet in one room. Deep cleaning takes place and routine tasks, such as shower head cleaning, is undertaken to prevent spread of infection, but shower drainage traps have been missed. The manager took immediate action to address this. Some carpets, walls and doors are marked through wear and tear, but refreshment of the environment is continually undertaken. The kitchen maintains a high standard to meet Environmental Health Food Standard Agency requirements. Staff take pride in the home and come together as a team to work on projects such as creating a quiet room for prayer, or helping to plant the garden. The garden is in need of refurbishment, but a budget has been allocated to this. People have discussed what they would like in the garden as part of their 'Residents' Meeting,' and are hopeful that groundwork will be completed by early spring as they want to introduce some new planting and a water feature.

Bedrooms of various sizes, some with en-suite facilities are personalised with people's own items such as photographs and furniture. People enjoy meeting with others in shared living rooms and dining areas, where there is sufficient comfortable seating. Quiet areas offer people opportunity to socialise with others or spend time alone, away from living room bustle. Corridors are wide and have relevant memorabilia displayed, such as music records from the 1960s and photographs of places around South Wales. A passenger lift and other equipment in the home is regularly serviced and tested. There is enough equipment in the home to meet people's needs, and when specialist equipment is required through the District Nurses, this is arranged. Storage is problematic in the home when there is bulk delivery of disposable products for individuals. The service provider is considering how this can be addressed to prevent rooms being cluttered. Medication storage is safe and kept at an appropriate temperature.

The provider has systems in place to ensure the environment is safe. Good records show that the maintenance person consistently completes environment checks and maintenance. All equipment and services are tested by external contractors when required, with certificates in place to demonstrate compliance. Fire drills take place and people have a 'Personal Emergency Evacuation Plan' to let staff know how to support someone if evacuation of the building is required. The building is secure, and visitors are requested to sign the visitor's log. The home has separate areas, with numbered codes required to move between these, helping to keep people safe. Nurse call systems are in place and working. The home has use of a minibus which is driven by qualified, insured staff members.

## Leadership and Management

A responsible individual (RI) undertakes their duties with due diligence. They visit the service to consult with people and staff to gain insight into the quality of care delivered. They produce reports as required, that considers how the service has performed and what needs to be done to improve. The RI is supported by an area team who help to monitor the service and guide direction. There is a 'Statement of Purpose' and 'Service User Guide' in place, these are regularly reviewed and updated, but the RI is considering how these could be further enhanced, including providing documents through the medium of Welsh. Policies and procedures are in place with consideration being given to how staff can easily find information and evidence they have read this.

The home has a manager who is responsible for the smooth running of the home. They are supported by a team who work well together, with the people they care for at the heart of everything they do. Some care workers have been nominated for national care awards, with one member of staff celebrating their achievement in receiving the 'Bronze,' but people and their families confirm that all the staff are "*Fantastic.*"

There are sufficient staff that are recruited safely with all pre-employment checks carried out to make sure they are fit to work with vulnerable people. Personnel files are organised and contain all relevant records. Supervision and appraisal meetings take place allowing staff to discuss any problems and developmental needs with their line manager. This has improved since the last inspection. Induction training and ongoing training is supported and encouraged. Staff have relevant training for their role, some of which is conducted face-to-face. Newer members of staff, who have had a change of career, tell us they feel fully supported by the service and enjoy their new role, demonstrating good application of knowledge during the inspection.

Communication is good throughout the home and 'Senior' care workers ensure information is passed on from shift to shift. The service effectively communicates with families and health professionals, with one professional telling us that the service always listens and follows advice. Electronic medication systems are being used that rely on good internet access; this is problematic at present and 'Senior' care workers report that this can be frustrating, especially when trying to complete the booking-in of medication for everyone on a four-weekly basis. The provider has started some work on telephone lines and plans to introduce a faster internet system to the home to resolve the issues.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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
36	<p>The service provider is not ensuring that people working at the service receive appropriate supervision by senior staff as they do not feel confident in their role due to lack of refresher training, however, staff confirm that they would not hesitate in approaching the manager or any member of the management team if they had an issue. We also find that the manager and wider management team have had a presence during the pandemic, offering support and informal supervision. Supervisions now need to be more formal and offer feedback to staff on their performance, especially newer members of staff who have missed the opportunity to receive these discussions during the current pandemic.</p>	Achieved

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