



# Inspection Report on

**Rhosbrook Care Home**

**Barry**

## **Date Inspection Completed**

25/03/2024

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## About Rhosbrook Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Valebrook Care Homes Ltd
Registered places	4
Language of the service	English
Previous Care Inspectorate Wales inspection	30 March 2023
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

### Summary

People receive exceptional care and support from dedicated, professional and compassionate care staff. The service provides consistency of care, and people share heart-warming bonds with care staff and each other. Person centred care is a strong principle of the service and care staff are guided by well documented personal plans and other care documentation. All health and well-being needs are met, and the service is prompt to do all they can to improve the lives of people living in the home. People have opportunities with the support of the service to enrich their lives doing things they enjoy. The environment continues to meet the needs of people and they enjoy living close to local amenities.

Care staff are further guided to maintain their high standards of service delivery by experienced and extremely committed leadership and management. The responsible individual (RI) and manager are consistently available to care staff, people and representatives. Since the last inspection, leadership and management have made great improvements to governance and quality assurance to better monitor the service people receive. Reliable auditing adds value to the quality assurance, and as such the management of medication is considerably better since the last inspection.

## Well-being

People have control of their day-to-day life, and they choose how they receive their care and support. The service is inclusive, and people take part in their personal plan reviews, they attend home meetings, and the service values their views and suggestions. People access independent advocacy and the right level of support to make more complex decisions. Deprivation of Liberty safeguards (DoLs) are in place for those who need them. People choose the types of activities they want to do, how they dress, what they eat and drink and whether they wish to meet with family and friends. Their individual circumstances are absolutely catered for, and their differing needs recognised.

Although the provider does not currently offer a service through the medium of Welsh, it is making every effort to embed the language and culture. We saw some Welsh words around the home, and the service celebrates cultural events such as St David's day.

The service ensures people are as active and healthy as they can be. Representatives tell us of fantastic changes in people's activity levels, diet and nutrition. People lead busy active lives. They do things they enjoy, such as going walking, swimming, racket sports and hobbies at home to keep them moving about. The service is a strong and passionate advocate for people accessing health services and because of their diligence, people have regular reviews with clinical professionals. This means people's medication is up to date and some experience a positive reduction in what they are prescribed. Care staff have exceptional knowledge about people living in the home and this means they are very quick to respond to any health changes.

People are consistently protected from harm and abuse. Training, supervision and care staff competency is well managed, and the provider has high expectations of all staff to keep people safe. Care staff are knowledgeable and confident in recognising signs of potential abuse and act appropriately when supporting people in sensitive situations. Policies and procedures are in place to fully inform staff of their roles and responsibilities.

People access the local community and social needs are consistently met. The service values things which are important to people. This means people see friends and family members as well as taking part in work type activities and enjoy using local amenities. The provider arranges twice weekly social gatherings where people get together with a larger group of individuals. People told us it is very important to them to see their friends and the social group is a treasured part of their weekly routine. Representatives told us the service goes "*Over and above*" when celebrating birthdays and other events to make things extra special for people.

## Care and Support

People receive a very high standard of care and support, and they experience continuity of care from a skilled care team. Care staff know people extremely well and have an excellent understanding of individual preferences. They show a genuine warmth to people, and strong bonds are evident between care staff and those living in the home. We saw care staff being sensitive, patient, kind and reassuring to people when they are upset. The provider completes a detailed personal plan which fully informs care staff of essential and important information to ensure people achieve their personal outcomes. People have a strong voice at the service. Representatives told us *“This is an inclusive service, and we get updates about things such as health or appointments.”* People are treated with the utmost dignity and respect.

The provider supports people to manage their physical and mental well-being and works proactively with other professionals. They complete accurate records relating to incidents and events. All records are stored securely and shared appropriately with other health professionals. Risk assessments are in place for those who require them and are regularly reviewed. Care staff respond promptly to changes in health needs and people see the right health professional at the right time. Care staff complete very thorough daily records which tell us people’s needs are met in-line with their personal plan. The service is particularly good at recording personal care, daily skin integrity, activity levels and emotional well-being. People have regular access to routine health care services and attend annual health checks. Referrals are made to other health professionals as and when required. People are immaculately dressed and groomed to reflect their own style, age, and individuality.

People have home cooked meals; fresh food is purchased frequently, and meal choices are given daily. The service offers drinks and snacks throughout the day. Representatives told us how people appear to be more active because of the impact of a better diet, with some seeing a positive change in weight and overall well-being.

Medication is stored safely and securely. Good working systems and medication auditing are in place. Administration of daily medication is properly recorded and documentation for as required medication (PRN) has greatly improved since the last inspection. Training and competency of care staff administering medication is complete. We observed good infection prevention control and appropriate use of personal protective equipment (PPE).

## Environment

The environment continues to meet the needs of the people living there. People especially like the location of the home and are extremely settled and comfortable. The home is modern, clean, warm, and uncluttered. Furnishings are in good order. People personalise their own rooms and all are individually decorated. All bedrooms are en-suite and are maintained to a good standard.

The home is a spacious, calm, and welcoming environment. Care staff, people and representatives are united in their views about how “*Lovely*” the home environment is. There are good hygiene routines in place and care staff complete paperwork to document the facilities being checked, such as water systems and fridge temperatures. People's bedding is clean, and clothing is freshly laundered. The provider is prompt to respond to maintenance needs of the home and weekly monitoring ensures any maintenance issues are taken care of quickly.

The kitchen is well stocked with fresh food. People share mealtimes together in the kitchen diner and enjoy this social time. Some areas in the home are restricted to protect people from harm, such as storage cupboards and the medication storage room. Systems are in place to ensure the security of the home and the safety of people living there. There is a choice of rooms where people can receive visitors.

Equipment in the home is well maintained and records are kept in order. External grounds are accessible. During the inspection, people showed us plants they were growing in-doors and told us they were looking forward to planting them in the garden when the time is right. Representatives told us the exceptional lengths the care staff go to when decorating the home and garden for special occasions to make it memorable for people.

We found individual Personal Emergency Evacuation Plans are up to date. Care staff receive training to safely evacuate people in the event of an emergency and all complete fire safety training. Documentation relating to fire drills are complete.

## Leadership and Management

There is highly dedicated leadership and management of the service. The RI and management team are consistently available to care staff, people, and their representatives. The RI formally monitors the quality of the service people receive every three months and completes a very detailed record of the service visit. Every six months the RI completes a quality-of-care review. The review informs the provider of what is working well and an action plan of what the service is working towards to further improve people's lives. The extremely well-written reports tell us the service is forward thinking, passionate about people's outcomes, and strives for the very best standards of care and support from care staff.

We found great improvements in how the service is audited since the last inspection. Effective procedures are positively impacting on the quality of records relating to medication, the environment and care and support. The statement of purpose is a regulatory requirement which is kept up to date and accurately describes the service people receive.

The provider follows safe recruitment processes and care staff complete a thorough induction. New care staff receive quality mentoring when getting to know and understand their roles and responsibilities. Care staff are up to date with core training, and specialist training is available to meet specific needs. We found the care team have or are working towards a relevant qualification in health and social care and are registered with Social Care Wales, the workforce regulator. Promoting care staff development and setting high standards is a strength of the service. Care staff consistently told us they feel supported by the provider, they feel listened to and respected. People, representatives, and care staff are extremely confident the provider will act promptly to concerns that may impact on people's well-being. We found a nurturing and caring culture across the service which positively impacts people's well-being.

The RI and manager consult people for their views, wishes and opinions to ensure they are supported to achieve their personal outcomes. People and representatives understand how to raise a concern. There is a process in place to effectively record concerns, complaints, and compliments. In addition, people attend house meetings to discuss things that matter to them and to provide feedback on the service they receive. The provider invites feedback from visiting professionals, care staff and representatives through engagement questionnaires.

### 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
58	The service provider has failed to make accurate recordings relating to medication administration	Achieved

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