



Inspection Report on

Glyn Nest Care Home

**Ebenezer Street
Newcastle Emlyn
SA38 9BW**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

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Description of the service

Glyn Nest Care Home is registered with Care and Social Services Inspectorate Wales (CSSIW) to provide accommodation and personal care for up to thirty people over the age of sixty five, including up to twelve people needing dementia care within the thirty places. At the time of the inspection there were twenty seven people living at Glyn Nest.

The service provider is the Welsh Baptist Corporation Limited and service administration is by the Glyn Nest Trustee Company. The registered manager is Mrs Jayne Evans who has day to day responsibility for the running of the home.

Summary of our findings

1. Overall assessment

People receive a good service and are supported by caring, professional staff that have a good understanding of their needs. We saw people are actively engaged in activities of choice. This is both within the home and the wider community supported by staff that promote independence and understand their individual needs.

Management and staff, were professional, well trained and motivated and complimented by both relatives and external professionals. However further work is required on ensuring care plans are sufficiently detailed.

2. Improvements

The standard of printed medication charts provided by the pharmacist has now improved. The detail recorded in care records has improved but more work is required.

3. Requirements and recommendations

Section five of this report sets out recommendations to improve the quality of the service. These include the following:

- Health & Safety: To arrange a more appropriate area to charge and store an electric scooter. To consider a more accessible location for easy access in the event of a fire for all personal evacuation plans.
- Service User Plan: To introduce more specific pain management and medication plans.
- Service User Plan: To provide more detailed information within care plans and consider developing one page profiles for all people living at the home.

- Record Keeping: To ensure best interest decisions are clearly recorded within case notes.

1. Well-being

Summary

People live in a warm happy environment and feel they belong. People can access a wide range of activities of their choice and are actively involved in their communities. People can be assured that the care and support provided in the home focusses on maintaining their health and well-being.

Our findings

People benefit from living in a home that is welcoming, homely and personalised. We were invited to view a number of bedrooms. We saw they were decorated to the taste of the person. Rooms were well furnished and included family photos and a range of personalised momentos. One person showed us their book collection and told us about *“their love of books being a former librarian”*. They were clearly proud of where they lived. We saw a number of relatives visiting the home throughout the course of the inspection. They were always made to feel welcome. One relative told us, *“it’s wonderful here. It doesn’t feel like a care home”*. Another said, *“it’s taken a great weight off my mind”* and it’s *“an excellent home that really does feel like home. We are always made to feel welcome”*.

We saw a large proportion of staff were able to speak to people whose first language was Welsh. A relative told us, *“We are very pleased that we have found a home where speaking Welsh is natural”*. A person living at the home said, *“I wouldn’t find a better home”* and *“it’s out of this world”*. We heard staff ask questions on the person’s past. This was done with friendliness and genuine interest. Therefore people experience warmth and belonging.

People have good social opportunities and are able to have peace and quiet if they choose. We saw a number of friendships had developed within the home. This is because we saw the same people sitting together on a number of occasions. They would sit together to eat lunch, take light refreshments and watch television. They told us that they enjoyed the social aspect of living at the home. Another person enjoyed quiet time and reflection. We saw them use the quiet conservatory area. They told us they liked the quiet space to write letters to members of their family. Another person told us they liked their own space. We saw they were comfortable in own their room watching snooker on the television. People, therefore are listened to, with preferences sought and respected.

People are encouraged to be involved in activities both in the home and in the wider community. The home employed an experienced activities coordinator. They were passionate about making a positive difference to the lives of people. They told us they

placed great importance on daily interactions as well as the more organised activities. Care staff told us that the introduction of a dedicated activity coordinator had been a positive one. They too felt responsible in ensuring people had regular interaction. This was demonstrated throughout the inspection.

We saw a detailed monthly programme of both internal and external activities. Internal activities included arts and crafts, cake baking, chair yoga and a talk by a local historian. External activities included trips to the seaside, a visit to the local wildlife centre and regular trips out for fish and chips. We saw people having hand massage at the time of the inspection. All activities were discussed with people on a one-to-one basis or in regular house meetings. Staff told us they were about to complete a sponsored walk. They told us all proceeds would be donated to the residents group to fund future activities. We saw the home actively encouraged engagement with the wider community. This is because events such as an annual summer fête and visits by the local primary school were ongoing. We saw regular birthday celebrations of people living at the home. We were told that this was a communal celebration if requested by the person. In addition, we saw a quarterly newsletter. This was professional and covered a wide range of topics. The edition we were provided with covered activities, birthday celebrations of people and their relatives, Easter traditions and an article by the Chair of the Glyn Nest Management Board. Therefore, people are stimulated and have a wide range of things to look forward to.

People benefit from a varied diet and attention to hydration. We saw menus were varied, healthy and offered plenty of choice. We observed people enjoying a breakfast and a freshly cooked lunch of liver and onions. We saw the menu written up on a board in the dining area. The Board also informed people what staff were available that day. A person living at the home told us the *“food is excellent”*. A relative told us *“the meals are good and well presented”*. We observed people had choice but were encouraged to sit at the dining tables to eat lunch as part of social interaction. We saw both care and catering staff providing assistance to people when needed. We saw a staff member offering a person a cup of tea in a smaller cup and asking if they would like to try a pudding. The kitchen had a Level 5 rating (very good) awarded by the Food Standards Agency. Both relatives and people living at the home told us the menu options were flexible. This was observed in meeting with people living at the home. Therefore people have a wide choice of food and refreshments provided by attentive staff.

2. Care and Support

Summary

People are supported by competent staff that have a good understanding of their individual needs and treat them with dignity and respect. Staff are caring, professional and continue to ensure people have a good quality life. People can be assured that the care and support provided in the home focusses on maintaining their health and well-being. However, further detail is required within care plans.

Our findings

People can be confident that all staff members have the appropriate skills and experience and are well supported to undertake their specific roles. We examined three employee recruitment records; each one confirmed that all the checks we require to have in place had been processed. We found staff personnel files to be well organised and maintained to a high standard. We noted that staff supervisions were consistent and carried out on a bi-monthly basis. We saw any actions agreed at the supervision meetings were discussed and followed up at the next meeting. In addition we saw that all staff had annual appraisal. Staff told us they felt well supported by the manager. One staff member said, *"We can go to X with any problems"*. Another said, *"it's a lovely environment. The manager is very approachable"*.

We saw team meetings were arranged on a bi-monthly basis. The registered manager told us the meeting provided an opportunity to celebrate success. A staff member told us, *"we work well together as a team"*. A visiting health professional said, *"it's a lovely place to come. They are so open"*. The home also placed great emphasis on staff training and development. We saw a training matrix that highlighted a wide range of training. This included core training such as health and safety, medication and manual handling, as well as more specific training such as dementia care and the deprivation of liberty safeguards. People are supported by staff that have the right skills and knowledge to make a positive impact on their lives.

People are supported by staff who understand them and their health needs. People can be assured that medication is administered and recorded safely within the home. This is because we saw that Medication Administration Records (MAR) were accurately completed with no gaps in signatures and codes used where appropriate to explain why medication had not been administered. The medication room was well managed and the relevant temperature checks were carried out by staff on a daily basis. We saw all staff had completed medication training and received regular competency checks by senior staff thereafter. However, we saw no dedicated care plan in relation to medication. We

recommended that medication plans be introduced. This would provide staff with additional information not specified in the medication administration records. In addition, we recommended that consideration be given to introducing pain management plans for people with reduced capacity to communicate. This demonstrates that people are supported to be as safe and healthy as they can be with further consideration needed around pain management.

People receive proactive care and support where their individual needs and preferences are understood and anticipated. We looked at the records of four people living at the home. We found pre-assessment and admission information to be detailed and clearly recorded. We saw paperwork was person centred, and reflected the goals and aspirations of the person. However, we recommended that more detail is incorporated within the care plans. This would provide clearer guidance for staff. In addition we recommended that consideration be given to the development of one page profiles of people. Reviews were carried out in specified timescales. These would further benefit from ensuring the views of the person and/or family member were formally recorded. We saw risk assessment documentation. These were detailed and included a narrative of activities any potential risks and how these could be managed. We saw a number of people had in place a malnutrition universal screening tool (MUST) in place to monitor their nutrition. We saw two people required a review as they were slightly overdue. The registered manager told us these would be reviewed immediately. We saw detailed information on incidents and changes communicated via a staff communication and incident book.

We saw accident and incidents were clearly recorded and actions taken. In addition Deprivation of Liberty Safeguards (DoLS) standard authorisations were well organised. However we recommended that best interest decisions are clearly recorded within case notes. This was to ensure the best interests of the individuals were achieved by recording the views of the appropriate people. Therefore, people receive appropriate, person centred care.

3. Environment

Summary

We found Glyn Nest Care Home provides a welcoming, homely environment that is well maintained. People can be assured that they are safe and protected from risk by experienced staff that are well trained in risk management and health and safety procedures.

Our findings

People are supported in safe, secure, warm and well maintained surroundings. The premises were safe from unauthorised access. We had to ring a door bell to gain entry and were then asked to sign our name and time of arrival in the visitor's book. We saw the CSSIW registration certificates, employer liability certificate and Investors in People award displayed at the front of the property. In addition, we saw a noticeboard that displayed copies of the complaints procedure, statement of purpose and service user guide. We saw good standards were maintained throughout the home.

There was evidence of ongoing maintenance and refurbishment. We saw a number of communal areas had been recently decorated. These were light, airy and uplifting. The home employed a maintenance officer on a part-time contract. They were at the home at the time of inspection. They told us they were inspecting the front lounge in readiness to repaint. We saw a maintenance reporting book. This was used by staff to report maintenance faults and signed off by maintenance officer when completed. We saw domestic staff undertaking their duties throughout the course of the inspection. They told us, *"I love it"* and, *"I want to care for the residents the best I can"*.

We saw the home and its external areas were clean, pleasant and easily accessible. This was apart from an upstairs bathroom that was full of mobility aids and clutter. The registered manager arranged the removal of all items from the room by the end of our inspection. We saw good access throughout the building. This enabled people to safely access the garden via ramps. We saw an enclosed sensory garden area. This included grass, seating areas and a wide range of plants. We saw a gentleman living at the home tending to this area. The registered manager told us he had a keen interest in gardening and enjoyed maintaining the area on a daily basis. People live in accommodation that meets their needs and maximises their independence.

Unnecessary risks to people have been identified and as far as possible, eliminated. We found detailed health and safety policies and procedures which were reviewed and updated

on a regular basis. The organisation utilised an external consultant to ensure all relevant health and safety policies and procedures reflected current legislation. Testing of services and equipment was kept up-to-date. Evidence such as up-to-date portable electrical appliance testing records and lifting equipment maintenance certificates supported our findings. However we saw an electric scooter stored in the laundry area. The registered manager told us a more suitable location was being considered.

We saw safe systems of work in relation to fire safety. Records showed that all staff had received training in fire safety. There were marked assembly points, an evacuation procedure and regular testing carried out. A personal evacuation plan was held in each file. This provided detailed information on the ability of the individual to leave the premises in an event of a fire. However, we recommended that a central file be held in a locked fireproof cabinet close to the entrance of the home. This would provide easy access to both responsible staff and the fire service. Therefore, people can be confident that all steps have been taken to protect them from risk.

4. Leadership and Management

Summary

The management ensure continuous improvement and a strong set of values are at the heart of the service. The registered manager dedicates a significant amount of time providing support to both staff and people living at the home. People see visible accountability and a team with shared values who want to enhance the lives of people.

Our findings

People are clear on what the service provides and how they provide it. We saw a detailed statement of purpose and service user guide. They described the values and philosophy of the service. This included respect, dignity, privacy, maintaining high standards of care and professionalism. We saw staff working in a way that demonstrated these values. We saw people were consulted on the running of the home. This was evidenced through observations at the time of inspection and minutes of resident meetings. We found people are supported by a service that is fully committed in upholding its values.

People are treated with respect. There was a relaxed, positive atmosphere at the home. It was evident that the management team encouraged an open door policy. We observed the registered manager throughout the inspection engaging with staff and people living in the home. We saw they were never rushed or hurried and were approachable and professional in their manner. We spoke to a number of members of staff who provided positive comments on both the registered managers and their deputy. One staff member told us, *"They are a very good management team"* and were *"very supportive"*. Another staff member felt the *"culture was positive"* within the home. A health professional told us *"I have no concerns. It's a lovely home"*. People therefore are supported by caring staff that treat them well.

People receive support from a service that maintains effective quality monitoring and continuous quality improvement. We saw there was a strong commitment to continuous improvement, and the quality of the service was regularly assessed. We saw reports that confirmed quarterly visits were being carried out by the responsible individual. These were detailed and covered a range of areas. They ensured the quality of life for people were maintained. We were provided with the annual evaluation of the service for 2016. This report also included information on upgrades to the environment, compliments and concerns and staff training. We saw evidence that people living at the home, relatives and professionals were also consulted on the quality of care, a key ingredient in improving the service. Comments included, *"We send our love and sincere thanks to you all"* and

“Congratulations to you on the completion of the sensory garden”. Therefore, there is a strong commitment to, and evidence of continuous improvement within the service for the benefit of people.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Areas of non compliance identified at this inspection

None

5.3 Recommendations for improvement

We recommend:

- To arrange a more appropriate area to charge and store an electric scooter.
- To consider a more accessible location for easy access in the event of a fire for all personal evacuation plans.
- To consider developing one page profiles for all people living at the home.
- To introduce more specific pain management plans for people who have limited ability to communicate.
- To provide more detailed information within care plans.
- To ensure best interest decisions are clearly recorded (reasons why/ who was involved).
- To consider introducing a specific care plan in relation to medication.

6. How we undertook this inspection

This was a full unannounced inspection undertaken as part of our inspection programme. We carried out the inspection over two days, on 19 & 20 April between 9.30 a.m. and 4p.m.

The following methods were used:

- We used the Short Observational Framework for Inspection (SOFI). The SOFI tool enables inspectors to observe and record care to help us understand the experience of people who cannot communicate with us.
- We spoke to the registered manager, activity coordinator, care and catering staff;
- We spoke to people living at the home and their relatives;
- We received feedback from social care and health professionals;
- We looked at the statement of purpose and service user guide;
- We were shown around the home and surrounding gardens;
- We looked at three staff files (including recruitment & induction records);
- We looked at four files of people living at the home (including care/ support plans, risk assessment documents and medication administration charts) and
- We looked at a wide range of policies and procedures;

Further information about what we do can be found on our website www.cssiw.org.uk

About the service

Type of care provided	Adult Care Home - Older
Registered Person	Glyn Nest Trustee Company Ltd
Registered Manager(s)	Catherine Evans
Registered maximum number of places	30
Date of previous CSSIW inspection	22/06/2017
Dates of this Inspection visit(s)	19 & 20 April 2017
Operating Language of the service	Both
Does this service provide the Welsh Language active offer?	Yes
Additional Information:	