



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru
Care and Social Services Inspectorate Wales

Inspection Report on

Carr Holm

**Carr Holm
41 Bastion Road
Prestatyn
LL19 7ND**

Date of Publication

14 August 2017

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Description of the service

Carr Holm is registered with Care and Social Services Inspectorate Wales (CSSIW) to provide personal care for up to twenty two people, over the age of sixty five years. It is located in Prestatyn, within a short distance of the promenade and shopping centre.

The registered providers are Mr and Mrs Mallows; Mr Mallows is also the registered manager.

Summary of our findings

1. Overall assessment

Carr Holm offers warm and caring support from a motivated, friendly and respectful staff group. People's independence is maintained and enhanced where ever possible. The environment is comfortable and clean and is thought of by the people who live and visit there as homely. People benefit from service that provides good support to their staff and is committed to improvement.

2. Improvements

There were no areas in need of improvement identified at the last inspection. During this inspection we saw:-

- The office had been refurbished and staff can now use it to access on line training.
- Some bedrooms have been re-carpeted and decorated.
- Revised, more comprehensive care plan documentation has started to be introduced.

3. Requirements and recommendations

Section five of this report sets out our recommendations to improve the service and the areas where the care home is not meeting legal requirements. These include improvements to the care planning process and the environment.

1. Well-being

Summary

People who live in Carr Holm are happy and healthy. One person said 'The home has a lovely atmosphere and I am very settled at Carr Holm.'

Our findings

People are cheerful and comfortable. People we spoke with told us they were happy, and that the care staff were lovely. We observed there was an easy going and comfortable atmosphere within the home. Interactions evidenced that people were relaxed and comfortable with care staff. One person told us it '99% feels like home to home.' and another person said 'I'm happy at Carr Holm. Staff are caring and friendly.' A professional commented 'the service users always seem happy and content.' People are content and happy living in Carr Holm.

People can enjoy a wide range of activities. There was information on a notice board in the hall about activities that were on offer, which included at least monthly, entertainers coming in to the home, and an offer of a trip out on the mini bus which is owned by the service. Records showed that people engaged in other activities such as bingo, arts and crafts, quizzes and jigsaw. We were shown beach balls, which are used to encourage people to move by catching them; these balls had questions on, which also encouraged conversation and reminiscence. People were able to use Wi-Fi on their tablet, which enabled them to keep in contact with family. Everyone we spoke with or had questionnaires from told us they felt there were enough activities/entertainment in the home. Visiting family and professionals also noted there was always something 'going on', 'staff always engage in activities with the residents' and 'excellent leisure/daily activities. Those who don't wish to interact have a quiet area to sit in.' People have opportunities to enjoy themselves and can do things that matter to them.

People are enabled to maintain and recover their individual skills. One person told us they were supported to walk with the use of a walking aid, as when they first went to the home they had lost this ability and as a result of this progress were considering moving back home. Another person told us how, with the support of the senior carer, they are working on their walking skills, which will increase their independence. We saw one person helping to lay the table ready for lunch, and appeared to enjoy having meaningful activity. People's independence and potential are being maximised.

People benefit from a healthy diet. People told us the food is good or excellent and they had choices for all meals, including supper. We saw there was a four week menu rota and

the cook told us they vary this to suit what people would like, and provide alternatives if requested. One person said 'the cook is second to none, excellent' and a health care professional said 'always a variety, patients maintaining weight and putting weight on since admission.' One person told us they had lost a lot of weight whilst in hospital, and has put it all back on since being in Carr Holm. We also saw that fresh fruit, snacks and cold drinks were available through the day. People are supported to be healthy through good nutrition.

2. Care and Support

Summary

People in Carr Holm receive support in a dignified and respectful manner, in the way they want it. This helps them maintain their well being.

Our findings

People are treated with kindness and compassion. We saw there was natural familiarity and friendly conversation between staff and the people living in the home. One person told us 'there was a good balance of seriousness, when needed, and banter'. Another person living in the home said 'The staff are kind, patient and very caring'. In completed questionnaires visiting professionals told us people are treated with dignity and respect and all service user questionnaires confirmed this. A family member told us the way staff deal with personal care needs is 'always with care and dignity.' People are treated with dignity and respect.

People are safe and well because they receive proactive, preventative care. We saw that before admission, people's needs were assessed to ensure that the home could meet their needs. A completed questionnaire from a healthcare professional said people's medical needs are very well attended to including pressure area care, continence and pain control and said the home are 'very well informed and knowledgeable'. They also noted with regard to appropriate moving and handling techniques, they 'always use correct equipment and are very good with patients with constant reassurance'. We saw there was sufficient equipment around the home to support people. We saw that the service had regular contact with relevant healthcare professionals, including community nurses, GP and community psychiatric nurses. We reviewed the accident records and saw that some people have had a number of falls recorded. We looked at corresponding falls risk assessments and care plans and found these could be improved, so they provide more advice on prevention. We recommended to the management team they consider using a research based falls assessment tool such as the Betsi Cadwaladr University Health Board falls pathway. People are generally supported to be as healthy and active.

People receive timely, appropriate person centred care. People we spoke with told us that they received the support they required at the time they wanted. People told us they were supported to get up and go to bed at the time of their choosing and can choose when to be supported with personal hygiene. Some people had part of their routine included in care plans that were not always dated and signed by the people who they were about, so it was not clear if the care plans were up to date. Care files did not include full information about peoples preferences, personal histories, backgrounds and potential, and we recommended to management that they consider using a document such as 'This is me' from Alzheimer's

Society. They advised they were looking into this. Whilst we acknowledge here is a small staff team who have frequent and regular contact with management, care plans should be improved so they contain all relevant information about how a person likes to be supported. For example if someone has a diagnosis of dementia, a care plan should be in place to inform staff how to support them with the condition. People receive the right care at the right time in the way they want it, but the recording of what support is required should be improved.

3. Environment

Summary

People living in Carr Holm are cared for in a comfortable, clean, homely and personalised environment.

Our findings

People are cared for in safe, secure, warm and well maintained surroundings. We saw that the home was clean, and a visiting professional told us 'the home is always clean and warm' and another person said 'very homely and welcoming, always clean and tidy'. There was a dedicated cleaner on duty that ensured the home was kept clean. We were told the service regularly use a painter and decorator to ensure the home is well presented.

People feel valued because they are supported in a personalised environment. People's rooms had been made to feel homely with the use of peoples own furniture in some cases, and pictures and ornaments.

People can easily access a garden area, however it would benefit from being made more attractive to make it an inviting area to use. The management informed us that they were in the process of dealing with this.

People are cared for in a safe and secure environment. We saw records that demonstrated fire safety equipment is tested as required. Equipment and safety checks are carried out at the necessary time intervals. There are individual personal emergency evacuation plans that have been updated to reflect changes in need, however they must ensure that when a person moves into the home a plan is drawn up immediately.

Improvements are required to maximise the independence of people. People would benefit from signs being put on doors to indicate their use. To help with the prevention of infection, people should have access to paper towels in all toilets and we saw this was not the case on the day of our inspection. Toilets were not indicated, necessitating people having to ask where they were, which reduced their independence. Free standing wardrobes were not fixed to the wall as recommend by Health and Safety guidance; this should be addressed as a matter of priority to reduce the risk of people accidentally pulling them over.

People generally live in accommodation which meets their needs and supports them to maximise their independence.

4. Leadership and Management

Summary

There is good oversight of how the home is running and there is evidence that the management are committed to supporting staff and to improvement of the service.

Our findings

People are clear about what the service provides. The statement of purpose was comprehensive, and provided a good description of the service. It should, however, make it clear what the home's position is regarding the active offer of Welsh language. We were advised language preference is discussed at the initial assessment, but as they do not currently have staff who can speak Welsh fluently they cannot provide the active offer at present. Overall people know and understand the care and support that is available to them.

Staff are valued and supported, are given clear directions and their potential is developed. We saw that Disclosure and Barring Scheme checks had been carried out satisfactorily and references had been obtained to ensure the safety of people living in the home. Staff are encouraged and supported to complete relevant nationally recognised qualifications. Staff told us they felt well supported by the management team, both professionally and personally, and feel that they can contribute ideas. Staff told us they had regular supervision and annual appraisals, and records confirmed this. Staff meetings are held regularly so they have an opportunity to raise issues. The management promoted the ethos of person centred care and focused care staff on promoting peoples independence. We could see there was a programme of training in place. A robust induction programme for new staff has been recently been introduced, following Social Care Wales guidelines. However we noted that staff were not trained in Deprivation of Liberty's Safeguards to ensure they know when deprivation maybe occurring and what action to take and when. We advised the manager to address this to ensure the service follows the correct process. The manager should also ensure that if a person might be subject of a deprivation of liberty, their care plan should reflect this and advise staff on how that person should be best supported with this need. People benefit from a service where the well being of staff is given priority and are well lead, supported and trained.

The views of people are taken into account. People we spoke with told us they felt able to talk to staff. There have been no concerns or complaints raised with the service since the last inspection. People who completed questionnaires said they would know how to raise a concern and most had not felt a need to. One person told us they were able to tell the

management about concerns about a staff member, and this was addressed. The manager told us that they do not hold resident meetings because people did not attend them; however we saw that the manager and registered provider have a strong presence within the home and that people felt comfortable talking with them. People in Carr Holm are able to express their concerns and opinions.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

There were no areas of non compliance from previous inspections.

5.2 Areas of non compliance identified at this inspection

No areas of non compliance were identified at this inspection.

5.3 Recommendations for improvement

The following are recommended areas of improvement to promote positive outcomes for people:

- Improvements to the care planning process.
- The introduction of a research based falls tool.
- Ensuring free standing wardrobes are fixed to the wall.
- Providing signs which indicate the function of communal rooms.
- Providing paper towels in all bathrooms.
- Staff should be trained in the subject of Deprivation of Liberty's Safeguards.

6. How we undertook this inspection

We made an unannounced visit to the home on 5 July 2017 between 9.30 am and 5 pm. This was a full inspection, undertaken as part of our inspection programme.

The following methods were used:

- We spoke with three people who use the service, the registered manager, the deputy manager, two members of staff, the cook and the administrative assistant.
- We received fifteen completed questionnaires from a combination of people who use the service, relatives, visiting professionals and care home staff.
- We looked at a wide range of records. We focused on three people's care records, two staff files, training matrix, a quality evaluation from March 2016 and the Statement of Purpose.
- Tour of the building and observations of interactions between people and staff.

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(s)	Paul Mallows Debra Mallows
Registered Manager(s)	Paul Mallows
Registered maximum number of places	22
Date of previous CSSIW inspection	11 & 21 July 2016
Dates of this Inspection visit(s)	4 July 2017
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people who use, or intend to use their service. This is because the service is located in a primarily English speaking area. We recommend that the service provider considers Welsh Government's ' <i>More Than Just Words follow on strategic guidance for Welsh language in social care</i> '.
Additional Information:	