



**Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales**

Inspection Report on

Merton Place Care Home

**8 Pwllychronan Avenue
Colwyn Bay**

LL29 7BU

Date of Publication

26 July 2018

Welsh Government © Crown copyright 2018.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.

1. Well-being

Summary

People are provided with a good standard of care and support, which focuses on maintaining their health and well-being. People are provided with opportunities to make choices, be active and achieve fulfilled lives. We observed people to be content and comfortable in their surroundings. People are listened to and cared for by staff who understand their individual needs.

Our findings

People are able to develop relationships with staff and the people they live with, and maintain important relationships with others outside the service. We observed constructive relationships between people living in the home and staff. This contributed to the homes relaxed and pleasant atmosphere. People were supported by staff to develop new relationships and maintain existing ones. We observed that people were content in the company of others living in the home. People approached and spoke with staff confidently. We were told that some people received regular visits from relatives and others were supported to contact relatives by phone where visits were not possible. People have safe, positive relationships.

People are encouraged to be involved in communal activities as there is an emphasis on group activities. We saw evidence of planned activities for the coming month. One activity coordinator was employed by the service. Staff work with people to find out what their likes and preferences were and encouraged them to remain active by joining in planned activities such as music or film afternoons, art and craft sessions, sing-alongs, quizzes, pet therapy, games and bingo. We viewed the minutes of the last three 'residents meeting' and noted that attendees agreed that they enjoyed the activities and felt more people participated during the afternoon sessions. A weekly "Merton Place activities" sheet informed people of past and planned events, special occasions such as the recent Royal wedding, birthdays and included photographs of events such as "the home open day event" in April to celebrate the vital role that care homes play in the local community. Residents commented positively on the recent visit by a local school in which the children produced memory booklets for people. The home had a hairdressing salon and the hairdresser visits weekly, one person told us "*I have never looked so good*". "This is me" booklets were completed by staff with the assistance of people and their relatives whenever possible; people's life history/story helped care workers to gain an understanding of the person and what was important to them. Staff spoken with stated that "*it's like one big family here*". We determined that people living in the service are generally supported to do things which matter to them.

The home is working towards an active offer of Welsh. We heard several members of staff conversing with people in Welsh. A majority of signs and documents in the home were also available in Welsh. Twelve members of staff speak Welsh and other staff have a variable level in communicating/understanding Welsh. The home offers Welsh Language lessons for staff. We saw that the Welsh Government's "More than just words- follow on strategy guidance for Welsh language in social care" was available in the staff room.

Description of the service

Merton Place Care Home is owned by Clwyd Alyn Housing Association. The company has nominated an individual to oversee the service and Care Inspectorate Wales (CIW) recognises this person as the Responsible Individual (RI). The registered manager is Christina Hale. Ms Hale is a registered nurse and is registered with the Care Council for Wales.

The home is large, accommodating up to fifty four people who require nursing care on three floors. Lounges and dining rooms are available on each floor and all bedrooms have en-suite facilities.

Merton Place Care Home is situated in a residential area of Colwyn Bay, near to local shops and amenities.

Summary of our findings

1. Overall assessment

People live in a positive environment where they are encouraged to make choices and decisions whilst protected from harm. People have opportunities to develop positive relationships and are supported to choose how they wish to spend their time and do things that they enjoy. Individuals receive appropriate care and support and are encouraged to keep fit and well. Merton Place is comfortably furnished, warm and clean and people have sufficient space to spend time individually and communally. Bedrooms were personalised to each person's taste. People benefit from a service that is well led and staff are supported and trained. The home has a clear statement of purpose. There is clear evidence of good quality monitoring systems in place.

2. Improvements

The home continues to provide a good service in the local community and provide a good standard of care.

3. Requirements and recommendations

Section five of this report sets out our recommendations to improve the service.

- Fluid/intake charts should be totalled to evidence nursing oversight.
- Not all people had a personal emergency evacuation plan (PEEP) in place.
- Evidence of people or representatives signing care plans.

2. Care and Support

Summary

People are supported by a staff team who know them well. Care plans are written to meet identified needs and additional support is provided where necessary from external professionals.

Our findings

People are given adequate nutrition and hydration. We read the weekly menus and saw that home cooked dishes made with fresh ingredients were offered, two choices were available for lunch, including meat or fish, lighter meals and desserts were offered in the evening. We saw that the tea trolley regularly went round the lounges and people's rooms offering drinks and snacks. We spoke to a person living in the home who told us, "*Food and drink is good here*". Staff also told us that people generally enjoyed the food, and there was always plenty on offer. The kitchen had been awarded a five star rating by the Food Standards Agency. People enjoy nutritious meals and are given sufficient choice regarding their diet.

People are treated with kindness and compassion in their day to day care. We observed genial interactions between members of the staff team and people living in the home. We saw that people were relaxed and appeared comfortable with staff members. People living in the home appeared content. One person told us that "*Merton Place is a good place to live*" another told us "*it's lovely here*". When speaking to staff we found they had a good knowledge of people, their history and what was important to them. We saw documentary and visual evidence of the difference made to people's lives. This was reinforced during discussions with the staff team and the manager regarding people we observed during our visit, staff told us that "*they have come on in leaps and bounds since moving in here*". It is evident that staff and people living in the home have good relationships and mutual respect.

People's health and wellbeing is maintained. We saw evidence that people had regular access to health and social care professionals. We looked at four people's care records and saw that referrals had been made and clear records were kept of all liaisons. These included the general practitioner, chiropodist and the community teams. Referrals to health and social care professionals were made in a timely manner and people received proactive and responsive care. An electronic care records management system was used. We spoke with people living in the home who stated that although they had not seen their care plans they were being supported in ways they wanted. It was important for their well-being, that people agreed to their plan of care and where it was not possible for them to sign the plan; their representatives should be involved in this. Care files viewed showed that plans had been developed based on nursing assessment, had been updated when there was a change and had been reviewed as required. People receive the right care in line with their assessed needs.

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. Medicines were stored securely. This demonstrates that people are supported to be as safe and healthy as they can be.

3. Environment

Summary

People are living in a safe, secure, warm and well maintained home. The home had a relaxed positive atmosphere where people living in the home were treated with respect as individuals.

Our findings

People are supported in a well furnished comfortable home which reflects their individual tastes. The home was decorated to a high standard with staff assisting people living in the home to ensure there was a personal touch. People's bedrooms were individualised but sensitive to their needs. We viewed several bedrooms at the invitation of the occupants and we saw that they took pride in the environment and their belongings. We were told by one person that "*my bits and pieces help me relax as it feels more like home*" We conclude that people feel included, uplifted and valued because they are supported in a personalised environment that is appropriate to their individual needs.

People can be confident that appropriate steps have been taken to protect them from risk. When we arrived at the home we were asked to introduce ourselves and to show personal identification. In addition we were requested to sign a visitor's book. The CIW registration certificates and Employer Liability Insurance certificates were clearly displayed. People can be assured there were appropriate prevention and protection measures in the event of a fire. We saw evidence of effective safe systems of work in relation to fire. Care workers spoken with were clear about the process of reporting maintenance issues and told us that they were generally dealt with quickly. Testing and servicing of appliances was kept up to date including the hoists and portable electrical appliances. We found evidence of this in a sample of records we looked at including the fire safety system and equipment. We saw that the service had a fire risk assessment. Staff had fire safety training. However, not all people had a personal emergency evacuations plan (PEEP) in place. The deputy manager advised the inspector that she would address this immediately. People therefore are supported in a safe, secure and well maintained environment.

People's well-being is enhanced by having access to a pleasant and stimulating environment. The garden area was well maintained which included ample seating areas and raised flower boxes were in place for people to plant flowers if they wanted to. Whilst walking around the building we noted that the environment was clean, bright and free from clutter. We saw communal areas where people could socialise and meet with visitors. We found people living in the care home can access an environment which provides both stimulation and reassurance which adds to their sense of well-being and, when identified, unnecessary risks are eliminated.

4. Leadership and Management

Summary

People are cared for by a skilled, experienced and competent manager. The manager has a sound understanding of the aims and objectives of the service and works to improve the service for the people who have made it their home. The leadership and management are embedding a culture of support and continuous improvement within the service. They take into account the views of people, staff, family members and professionals in ensuring the service continues to develop. Staff are valued and supported with opportunities provided to develop their knowledge and skills.

Our findings

People benefit from a service which has clear direction and leadership. The registered manager was experienced and suitably qualified for the post and was supported by the deputy manager and the responsible individual who visited the service regularly. People we spoke to said the manager was very visible around the home and operated an "Open Door" policy with some saying that the manager was "great" and "very approachable". People know who to go to if they have any concerns and can be assured that they will be responded to in an appropriate manner. The provider was seen to have good oversight of the service. We reviewed the monitoring reports completed by the responsible individual on behalf of the provider. We saw that monitoring visits had taken place and an annual quality assurance report was also available. There was also evidence that views of people who used the service were sought during this process. We are therefore satisfied that the service has an effective system for measuring how it meets the people's aims as outlined within the statement of purpose.

People can be assured that staff members who support them have been through a robust recruitment process. We examined three personnel files, all demonstrated that the required checks, clearances and information had been conducted and held on the file. The supervision records for the seven members of staff were also checked and were seen to be held within the required timescales in line with National Minimum Standard 24.3 for Care Homes for Older People. We concluded that people are supported by staff that have been through a robust and timely recruitment process.

Staff are well supported and trained to enable them to fulfil their roles. Discussions with six members of the staff team demonstrated that they felt supported and guided by the management team; one care worker told us "*the manager is great, she always tries her best to improve things*" and "*the manager is lovely and the deputy too*". Training records examined demonstrated that care workers received a range of training. The care workers we spoke to confirmed that they had attended training and demonstrated a good understanding of the specific needs of the people they were supporting and how best to meet these. They also demonstrated a good understanding of moving and handling and safeguarding the people living in the home. It can be concluded that people benefit from well trained staff that are competent and supported in their role.

Documentation was also provided to evidence that staff meetings were held on a regular basis. All staff spoken with indicated that they felt valued and listened to, encouraged to

contribute towards suggestions and changes for improving the service. We therefore consider that overall residents benefit from well supported staff although improvement is required with the ongoing supervision of staff to ensure that learning undertaken is always put into practice ensuring the safety and well-being of residents.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

No areas of non-compliance were noted at the previous inspection.

5.2 Recommendations for improvement

- One generic PEEP was currently used in the home. It is advised that every person should have their own personal individual plan in place. The deputy manager advised that this would be addressed immediately.
- It is advised that oversight and monitoring by nurses of people's fluid balance charts to ensure that appropriate targets had been achieved and that action had been taken where residents had not had sufficient fluids and any refusals documented.
- People, or nominated attorneys, should sign care plans to demonstrate their involvement in the care planning process.

6. How we undertook this inspection

This was a full inspection undertaken as part of our inspection programme. We made an unannounced visit to the home on 19 June 2018 between the hours of 10:00am and 4:15pm.

The following methods were used:

- We used the Short Observational Framework for Inspection (SOFI 2) tool. 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 with the registered manager, deputy manager, seven people using the service, two visitors, and five staff members.
- We looked at three staff files. We saw the staff rota, training records and supervision documents.
- We saw the administration records including fire assessments, servicing records for the lift and equipment used to aid people in their daily lives such as hoists.
- We saw four people's care plans and associated documents.
- We saw Regulation 27 documents, Quality Assurance report and audits.
- We looked at the Statement of Purpose, Service User's Guide, and welcome pack for the service.
- We had a tour of the premises including a selection of people's rooms.

Further information about what we do can be found on our website:

www.careinspectorate.wales

About the service

| | |
|--|---|
| Type of care provided | Adult Care Home - Older |
| Registered Person | Ciwyd Alyn Housing Association Ltd |
| Registered Manager(s) | Christina Hale |
| Registered maximum number of places | 54 |
| Date of previous Care Inspectorate Wales Inspection | 13/2/2017 |
| Dates of this Inspection visit(s) | 19/06/2018 |
| Operating Language of the service | English |
| Does this service provide the Welsh Language active offer? | The service is working towards providing an active offer in relation to the Welsh language. |
| Additional Information: | |

