Inspection Report on

Leadon Court Nursing Home

Leadon Court, Thornhill
Cwmbran
NP44 5TZ

Date Inspection Completed

07/06/2019
Description of the service

Leadon Court Nursing Home is located in a residential area on the outskirts of Cwmbran, Torfaen. Leadon Court is operated by Clearwater Care (Leadon Court) Ltd (the registered provider). There is a manager in post who is registered with Social Care Wales (SCW) and has day to day oversight of the running of the service. There is also a Responsible Individual (RI) who has overall responsibility of the service.

The provider is registered by Care Inspectorate Wales (CIW) to provide nursing and personal care to 32 people aged 50 years and over, including people with dementia care needs.

Summary of our findings

1. Overall assessment

People living at Leadon Court Nursing Home are satisfied with the care they receive. Staff are trained to undertake their roles and are happy working at the service. Management is effective within the home and committed to continual improvement to meet people’s needs. People have opportunity to engage in some social activity, but improvements in this area are required. People are accommodated in a modern, clean, warm environment, but improvements need to be made to ensure the home is clutter free and repairs are completed to ensure the safety and well-being of residents at all times.

2. Improvements

This was the first inspection since the home has registered under the Registration and Inspection of Social Care Act 2016. Any improvements will be considered as part of the next inspection.

3. Requirements and recommendations

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

- A second choice for tea time meal to be reflected on the menu.
- Environment to be de-cluttered.
- To utilise all social area’s within the home.
- Safeguarding policy to be updated.
- To ensure that employee personnel files contain all required information.
- For social activities within the home to be increased.
1. Well-being

Summary

People are happy with the care they receive and have choice and control over their day to day lives. People have a level of social engagement, but improvements in this area are required, to ensure social needs are met. People spoke highly of the care they receive and were content.

Our findings

People are happy with the quality of service they receive. We observed staff interacting positively with people and providing care in a person centred, dignified manner that promoted the well-being of people. We spoke with people who told us that they enjoyed living at Leadon Court and did not have any complaints regarding the care they received. One individual told us that “Leadon Court is my future, I could have gone home, but chose to stay here”. People told us that staff were kind and worked very hard and “nothing is too much trouble”. We spoke to a visiting relative who told us that Leadon Court is “absolutely marvellous, I visit every day to visit my spouse and they make me feel so welcome”. We conclude that people are happy with the quality of service they receive.

People would benefit from increased social activity within the home. We discussed social activities with management and were informed that there was no activity co-ordinator in post on that day, but someone would be starting imminently. The manager recognised that this was an area that required improvements and gave assurances that they were actively working to make the improvements. There were no activity rotas in place for us to view, but on examination of people’s files we could see that some social activity was taking place, mainly on a one to one basis. We spoke to an individual who told us they enjoyed gardening, and were supported to continue with this as the home had purchased seeds for them to plant. We also saw evidence that there had been an Easter concert for people living in the home. We conclude that some social activity is taking place, but improvements are required to ensure that social needs of all residents are being met.

People are supported to have choice and autonomy. We observed that people were encouraged to make decisions in regard to their day-to-day care. People chose what time they wished to get up in the morning, what time they went to bed at night, and how they spent their time in between. People chose where to eat their meals; we observed most people eating meals on their individual tables in the communal lounge area. We also saw some people eating at the dining room table, and some people eating meals in their own rooms. People we spoke with were complimentary about the food and on examination of the food menu’s we could see that there was a choice available for lunch, but only one option present for tea time meal. We discussed this with the manager who advised that people always have a choice of something else if they do not like what is on the menu. We advised that it would be beneficial to also include a second option on the menu for tea time meals. We conclude that people are supported to have choice and autonomy in their day to day lives.
2. Care and Development

Summary

People receive appropriate care in a person centred way that meets their needs and enhances quality of life. The recording of information is good, and there are robust systems in place for the reviewing of care planning documentation. Medication administration processes are safe and robust.

Our findings

People can be assured that they are cared for in a person centred way by staff who understand their needs.
We observed some people being given one to one care in their own rooms and some people remaining independent and asking for support as and when they required it. We spoke with people living at the service who were complimentary about the care they received and advised that staff were "marvellous and they work so hard".
We saw staff providing care with warmth, kindness and dignity, and demonstrating clear knowledge of people’s needs.
We read a sample of care files and found they were person centred, up to date and reflected the individual. These documents provide important information to guide staff on how to care for individuals. We saw the home had a robust system in place to ensure that these documents were reviewed and updated regularly, which was important as people needs change.
We conclude that people are cared for in a person centred way by staff who understand their needs.

People can be assured that medication is stored correctly and administered safely and in a timely manner.
An electronic Medication Administration Records (MAR) system was used to record administered medication, which the nurse in charge told us was beneficial as it reduced the risk of medication errors occurring.
We looked at the treatment room and found medication stored correctly with fridge temperatures being monitored and recorded. We did an audit of a selected controlled drug and found that the quantity present was accurate to the amount documented in the records.
We observed the nurse in charge administering medication and found practices to be safe.
We conclude that medication practices within the home are safe and robust.

People can be confident that they will receive intervention from external professionals.
Within care files we saw that referrals are made to external agencies as and when they were required. We were able to see professional advice being included into care plans and followed as directed.
We spoke to visiting professionals on the day of inspection who told us that they had a good working relationship with Leadon court. They also told us that the staff “refer to them in a timely manner”.
We conclude that people receive intervention from external agencies in a timely manner.
3. Environment

Summary

People benefit from accommodation that is suitable to meets their needs, but some improvements are required to use of internal space, which would promote the well-being of people using the service.
The environment is warm, clean and welcoming, but requires de-cluttering in places and some maintenance to the conservatory roof.
There was no malodour detected during inspection and evidence of regular cleaning.

Our findings

People can be assured that they are cared for in suitable accommodation.
Leadon Court was warm, welcoming, light and airy with no malodour detected.
We saw evidence of regular cleaning of the home, which was decorated tastefully.
People were cared for in single rooms and were encouraged to personalise their room to make them more comfortable and homely. We saw a number of rooms which contained peoples own belongings and reflected their tastes and preferences.
The home was spacious and had ample communal space available and also outside space available for people to use.
We conclude that people are supported in appropriate accommodation.

People would benefit from some improvements to the environment.
Leadon Court had ample communal space for people to use throughout the home, but we observed that people were using the main ground floor lounge only.
We were shown some space, that once emptied would be used as a sensory room, and a bar area that was only occasionally used. There was also an upstairs lounge, which again was not being used.
We discussed with management that people would benefit from using these other parts of the home, and were given assurances that these areas would be functioning as soon as possible.
We noted that some areas throughout the home were cluttered and would benefit from a general tidy up, particularly communal bathrooms where products were left behind after people had used them.
We also saw that the conservatory roof had a slight leak, which was dripping into the home.
We were advised that management was aware of the issue and were in the process of getting quotes for a new conservatory.
We conclude that people would benefit from some environmental improvements.

People can be assured that they are cared for in a safe environment.
On arrival to the home we were let in to the building, asked for identification and to sign the visitor’s book.
We saw there were handrails in corridors and suitable flooring for people to use safely with walking aids.
Bathrooms had appropriate grab rails in situ as well as equipment for people with reduced mobility to use to access the bath or shower safely.
Windows had restrictors in place and doors were alarmed. Any hazardous chemicals were stored away securely.
We conclude that people are cared for in a safe environment.
4. Leadership and Management

Summary

People benefit from a well-run service. Staff are supported in their roles and have good working relationships with management. There are clear policies and procedures in place for the smooth running of the home and evidence that management are continually striving to make improvements.

Our findings

People benefit from the way the service is being managed. Leadon Court has a manager who is registered with Social Care Wales and a responsible individual who visits the service regularly. People we spoke with told us they liked the manager and we also saw the manager interacting with people positively. Staff we spoke with described the manager as “great” and told us that “you can go to her with any issues, and she will listen”. We spoke to a visiting relative who said “if I had an issue I wouldn’t hesitate to tell the manager”. We noted that the home has not received any complaints since registration under the Regulation and Inspection of Social Care (Wales) 2016. We viewed a selection of the homes policies and procedures and found these to be mainly thorough and robust, but we found that the safeguarding policy would benefiting from updating to include current legislation and clear directions on how to make a referral to the Local Authority Safeguarding board. We were assured that this would be addressed. We conclude that people benefit from the way the service is being managed.

People can be assured that they are cared for by staff who have been safely recruited, trained for their role and given support. We viewed a selection of staff files and saw evidence that pre-employment checks including references and Disclosure and Barring Service (DBS) checks had been completed before employment commenced, but we did note that some files were missing some required information and were given assurances that this would be addressed as soon as possible. We viewed the training matrix and noted some minor gaps, but were assured that staff would be attending the required training very soon. The home has systems in place to ensure that refresher training is provided when necessary and that DBS certificates were renewed every three years. Staff we spoke with told us that they were supported appropriately and received supervision. We viewed the supervision matrix and found this to be up to date with forward planning for future supervisions. We conclude that staff are recruited safely, trained appropriately and supported in their roles.

People can be confident that home has robust quality monitoring process in place.
We saw evidence that the Responsible Individual (RI) was completing the required quarterly visits to the service and was also completing quality assurance audits as required every six months.
We had a lengthy discussion with the RI in regard to their role and requirements and were satisfied they were fulfilling their legal obligations in regard to monitoring quality.
We were assured that any improvements that needed to be made, would be prioritised.
We conclude that the home is striving to make improvements to the service they provide and have robust systems in place to monitor the quality of service provided.
1. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

This was the first inspection of the service following re-registration under the Regulation and Inspection of Social Care (Wales) 2016.

5.2 Recommendations for improvement

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

- A second choice for tea time meal to be reflected on the menu.
- Environment to be de-cluttered, including bathrooms and communal spaces.
- To utilise all social area’s within the home including bar, proposed sensory room and other lounge.
- Safeguarding policy to be updated to include current legislation and accurate details of Local Authority safeguarding teams.
- To ensure that employee personnel files contain all required information including a current photograph.
- For social activities within the home to be increased.
2. How we undertook this inspection

This was the first post registration visit since the service was re-registered under the Registration and Inspection of Social Care (Wales) 2016. A full inspection was undertaken as part of our inspection programme. We visited the service unannounced on 7 June 2019. We arrived at 8.30 a.m. and left at 15.30 p.m.

The following sources of information were used to formulate our report.

- A tour of the home.
- Speaking to people who use the service.
- Discussion with visiting professionals.
- Discussion with visitors.
- Discussion with staff.
- Discussion with manager and Responsible Individual.
- Observations of practices within the home.
- Viewing of policies and procedures.
- Viewing of staff personnel files.
- Viewing of care planning documentation.
- Viewing of treatment room and medication audit.
- Review of information held by CIW in regard to the service.
- Viewing of fire safety information.
- Viewing of serviceable equipment and maintenance files.

Further information about what we do can be found on our website: www.careinspectorate.wales
About the service

<table>
<thead>
<tr>
<th>Type of care provided</th>
<th>Care Home Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Provider</td>
<td>Clearwater Care (Leadon Court) Limited</td>
</tr>
<tr>
<td>Manager</td>
<td>There is a suitable manager in place</td>
</tr>
<tr>
<td>Registered maximum number of places</td>
<td>32</td>
</tr>
<tr>
<td>Date of previous Care Inspectorate Wales inspection</td>
<td>First inspection under RISCA</td>
</tr>
<tr>
<td>Dates of this Inspection visit(s)</td>
<td>07/06/2019</td>
</tr>
<tr>
<td>Operating Language of the service</td>
<td>English</td>
</tr>
<tr>
<td>Does this service provide the Welsh Language active offer?</td>
<td>Not currently.</td>
</tr>
</tbody>
</table>

Additional Information:

Date Published 30/07/2019