



Inspection Report on

Green Gables

Bridgend

Date Inspection Completed

27/02/2024

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About Green Gables

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Values in Care Ltd
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	6 March 2023
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

Green Gables provides excellent person-centred care and support to people living at the service. They live in a comfortable, homely environment that is clean and suitable to meet their needs. People living in the service are treated with dignity and respect by a dedicated care team who know them very well. People and their advocates are involved in creating high-quality personal plans, and these are updated when any changes in care needs occur. They have a fantastic social life as they take part in a range of meaningful activities and community events, including holidays. The company has a strong management structure and has built a team of dedicated staff. Managers are open to new ideas and use innovative ways to deliver a flexible, highly effective service that enhances people's quality of life. Care workers support people to ensure they achieve the best possible outcomes. They receive excellent support from managers, which keeps them motivated and enables them to continually develop. The responsible individual (RI) and manager are visible, approachable and well respected. They continuously monitor the service to ensure excellent standards are maintained.

Well-being

People are treated with superb dignity and warmth at Green Gables. Care workers speak to people in a kind manner and are patient in their approach. People and their families tell us their views and wishes are listened to and respected. We saw that people can communicate with care workers using words or a variety of non-verbal communication methods. Care and support is exceptionally person-centred. The service has excellent relationships and lines of communication with relatives, who keep them informed, updated, and involved in their relatives' care. Friends and relatives can visit when they wish.

People's emotional well-being, physical and mental health is promoted. People have active and busy lives and participate in numerous activities away from the service. There is a consistent and stable staff team in the service and care staff know the people they support well, recognising any changes in their presentation or health and take appropriate action. Medication is very well managed at the service. Medical appointments, both routine and as needed, are documented appropriately in care records.

There are highly effective measures in place to help safeguard people from harm and abuse. Care staff are recruited safely to ensure they are suitable to work with vulnerable people. There is a safeguarding policy aligned with the most up to date statutory guidance. Care staff know people well and can recognise changes in people's presentation. Care staff receive safeguarding training and know how to report concerns. Risk assessments highlight areas of concern and provide guidance on the best ways of keeping people safe.

There is excellent oversight of the service. There are multiple auditing tools used by the manager in the service to maintain oversight. The RI visits routinely, carries out audits of systems, and speaks with people and staff to obtain their views on the service to drive improvements.

People live in accommodation which supports and encourages their well-being. Their rooms contain personalised items of their choice, are suitably furnished, have facilities which encourages their independence and enables them to have private time.

Care and Support

People benefit from an excellent standard of care and support. A person-centred approach to care planning ensures people are central to the care and support they receive. The service's pre-admission process and documentation considers individuals' compatibility with people already living at the service. Care files provide pro-active and up to date, clear information on individual's needs. Personal plans are developed in conjunction with the person and their representative. They highlight people's outcomes and provide care workers with clear instructions regarding care delivery. Robust risk assessments and management plans identify people's vulnerabilities and give care workers guidance on interventions that will keep people safe. A local authority care manager told us "*They continue to meet his needs to a high standard*". Relatives told us "*They know him very well; they meet his needs*" and "*I am very happy with the care*".

The service has extremely robust systems in place for medicines management. There is a detailed medication policy and procedure in place with regular audits completed. Medication administration records (MAR) are accurate. We saw medication was kept in a secure locked cabinet. The old kitchen is currently being renovated to become the new medication room. A record is kept of the temperature and is monitored to ensure safe storage of medication. Care files contain records of appointments with medical professionals.

The service takes all reasonable steps to identify and prevent the possibility of abuse. Staff recognise their personal responsibilities in keeping people safe and told us they would report any issues of concern. They are aware of the whistleblowing procedure, and said they felt confident approaching management if needed. Care workers told us they had undertaken training in safeguarding and there is a current safeguarding policy for all staff to access and follow. One relative told us "*I can honestly say I can go a whole day now and not worry about him*".

Environment

The service provides a pleasant, comfortable, and homely environment. Bedrooms are decorated to a good standard and communal areas appear warm, well presented, and clean. We saw people have access to furniture and equipment appropriate for their needs. Communal areas are generous in size and accessible to support people's mobility. Kitchen facilities can be easily accessed to support independence. There is a well-maintained garden enclosing the building which is utilised in the warmer months.

Entry to the service is safe and documents are stored securely. Visitors are requested to sign into a visitors' book on arrival, ensuring people's safety is maintained. Information is stored securely in a locked filing cabinet and care documentation is treated sensitively ensuring people's privacy is upheld.

The laundry room is suitable to meet the needs of people living in the service. Appropriate systems are in place and all laundry equipment is in working order. Storage of substances which have the potential to cause harm is sufficient, being appropriately locked in a cupboard.

Leadership and Management

The service has a very strong vision and ethos. Its aims, values, and delivery of support are set out in the Statement of Purpose in a transparent way. A written guide is available for people in the service, containing practical information about the home and the support provided. The service also offers an excellent variety of formal and informal opportunities for people and their representatives, to ask questions and give feedback.

Care workers receive comprehensive training and support to meet people's needs. The service is fully compliant with its training requirements. New care workers receive an induction in line with Social Care Wales's requirements. All staff receive on-going training to meet specific needs of people they support. Staff say they are happy with the training available. Staff speak positively about the regular formal and informal supervision support they receive from the management team. There are robust up to date company policies and procedures in safeguarding, whistleblowing, infection control and medication. Staff receive regular supervision and appraisals. Overall, staff say they feel valued and supported and find the management approachable. Regular staff meetings take place, which supports good communication. Care workers feel valued in their roles and were complimentary of the manager. They told us "*Nicest job in the world*", "*staff members provide an excellent service to the people here*" and "*I enjoy it, I wouldn't be here otherwise*". Turnover of care workers is very low, with some having worked for the service for many years, helping facilitate continuity of care.

Recruitment practices are extremely thorough and staff feel fully supported in their roles. We found recruitment files in excellent order, containing the necessary information to ensure staff are of good character and hold the necessary skills. Care staff are registered with Social Care Wales (SCW), the workforce regulator. The staff rota reflected staffing levels on the day of our inspection. Observations on the day evidenced staff work well as a team and appear supportive of one another. This was confirmed by the staff members we spoke with, with one commenting "*We all get on.*" All staff have access to a number of support programmes. There is a company 'Happy App' where they can access policies, free counselling, and a staff recognition scheme.

The service is exceptionally well-run and well-managed. Robust governance, auditing and quality assurance arrangements are in place to support the efficient running of the service. These valuable systems help the service self-evaluate and identify where improvements are required. We saw evidence of the service taking robust action to address any issues. We saw evidence of the RI undertaking the legally required three-monthly service visits and six-monthly quality of care reviews.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	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.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	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
36	The provider is not compliant with Regulation 36(2)(d) and not all staff have completed core refresher training	Achieved

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Date Published 10/04/2024