



Inspection Report on

The Old Vicarage

Bridgend

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

14/03/2023

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About The Old Vicarage

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Values in Care Ltd
Registered places	4
Language of the service	English
Previous Care Inspectorate Wales inspection	10.8.2021
Does this service provide the Welsh Language active offer?	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

People lead happy and fulfilling lives at The Old Vicarage. The dedicated and professional staff team want to make a positive difference to people's lives, where people they support are at the heart of the service. Care workers demonstrate a thorough knowledge of the people they support. Staff have a clear understanding of people's needs and provide care with warmth, dignity and respect. Care documentation is thorough and robust, with evidence that external support is accessed when required. People are cared for in a pleasant environment, that is safe and meets their needs. The manager and staff team strive to develop people's care and support wherever possible. Care workers feel well supported by management and receive training relevant to their roles. The staff team ensure people are fully involved in discussions about their care. People are encouraged to make daily choices in how they live their lives and do things that are important to them. Good communication channels are evident, with robust monitoring of the quality of care people receive from the Responsible Individual (RI).

Well-being

People at The Old Vicarage are safe and protected from abuse. A robust recruitment process ensures care workers are suitable for their roles. An ongoing programme of training and development ensures care workers possess the skills and knowledge to deliver quality care. Care workers have access to policies and procedures that underpin safeguarding practice and are aware of how to report concerns. Medication is stored and administered safely as prescribed. Governance arrangements give the management oversight of incidents, accidents and safeguarding matters.

Individuals live in suitable accommodation, which supports and encourages their well-being. Their rooms contain personalised items of their choice, suitable furnishings to encourage their independence and enable them to have private time. There has been significant improvements to the environment since the previous inspection and identified repairs and relevant health and safety checks are completed.

Whenever possible, staff encourage people to be as independent as they can be and to have control over their day-to-day life choices. Skilled care workers deliver care to meet the needs of the individuals who live at the home. Keyworkers work with people to ensure they receive the support and information they need. Care documentation is to a good standard. Personal plans are person centred and regularly reviewed. People have choices in a range of activities on offer that aim to promote inclusion and well-being.

People have access to various health and social care services. Information regarding how their physical and emotional mental health well-being and behavioural support needs are met are contained within their care files. Individuals have access to community based, health and social care services. Care staff encourage individuals to lead a healthy lifestyle and support them to attend personal appointments.

The home's statement of purpose accurately describes the service provided and is readily available to people and relatives. Each person using the service has a copy of the written guide: this provides details of what they may expect from the home as well as details of the complaints process should they need to use it. People have access to advocacy services where they want independent support in issues that affect them.

Care and Support

The service completes detailed personal plans. Plans detail people's preferences, interests, and routines. Documents provide clear details on each person's physical and mental health needs and offers guidance to staff on how to provide support. Routine reviews ensure personal plans remain accurate and up to date and that people continue to receive the right level of support. One individual has recently received a new diagnosis, the manager sought specific training to ensure they are supported in the right way. People or their advocates are involved in their care reviews which ensures they have an opportunity to provide feedback on the care and support they receive. A relative confirmed that they are always invited to attend reviews.

People have good access to health services and are supported to attend appointments. People's health and well-being is regularly monitored by the home and appropriate referrals made to seek professional advice and support when necessary. A range of professionals regularly visit the home with evidence recorded within personal plans to meet people's health and well-being needs. A community nurse told us "*I have no concerns regarding the care, they support X very well*".

People living at the service receive their medication as prescribed. The service completes checks, which ensures medication is stored at correct temperatures, and therefore remains effective. Medication audits ensure staff maintain good practices and identify any areas of improvement. A sample of medication records we saw contained no gaps or errors; medication is stored safely in a locked facility and controlled drugs and stock checks managed effectively.

There are consistent and appropriate staffing levels in place to meet the care and support needs of people living at the service. There are good staffing levels for each shift, with most staff having worked at the service for a significant period. Care workers respond quickly to any change in behaviours and requests for help. The staff are supportive of each other and complimentary of the support peers and members of the management team provide.

People receive positive care and support. We observed care staff engaging in a kind and friendly manner with people. Some care workers have worked at the service for several years and spoke about having developed positive relationships with people living at the service. Care staff understand the importance of individual routines and support people with how and where they spend their day. A relative told us "*They are very good, they do care*".

Environment

Overall, people receive support in a suitable environment. The home is clean, safe, warm and secure. People appear comfortable and happy. The building is easy to move around in and people may choose the lounges, dining area, conservatory to socialise in, as well as space outside where people can spend time. Bedrooms are spacious, well decorated and personalised to reflect the occupant's personal tastes, interests, with items such as ornaments, soft furnishings and photos. Externally, there is a garden room which has a sensory area. There is also a trampoline and a large balance beam which people enjoy using. Since the previous inspection two ensuite bathrooms have been refurbished, some rooms have been redecorated and carpets replaced.

People benefit from the service's commitment to ensuring safe practice. People are safe from unauthorised visitors entering the building, as all visitors have to ring the front doorbell before gaining entry and record their visits in the visitor's book when entering and leaving. People's personal care records are stored securely and only available to care workers. Substances hazardous to health are stored safely. The maintenance files show that utilities, equipment and fire safety features have regular and up-to-date checks and servicing. Care files and medications are locked away to ensure confidentiality and safety. Every person living at the home has a personal emergency evacuation plan specific to their support needs and staff undertake routine fire drills.

Leadership and Management

The provider ensures there are enough knowledgeable and skilled care workers to provide the right support for people. Pre-employment checks take place before new employees start work: these include reference checks, photo identification and Disclosure and Barring Service (DBS) checks. The staff induction programme links to individual learning outcomes and the 'All Wales Induction Framework for Health and Social Care.' Care workers are mostly up to date with their training. Care workers discuss their work, keep up with developments in the service and discuss any issues they wish to raise in supervision meetings. Staff say they feel valued and supported. They also told us that they are able to talk to the manager saying, "*she is amazing*" and "*She treats everyone brilliantly, she's fantastic*". Care workers we spoke with also told us "*I would highly recommend working for the service as I feel they offer great opportunities*", "*It's all good*" and "*It is challenging but good, the rewards are amazing*".

People can access information to help them understand the care, support and opportunities available to them. The statement of purpose and service users guide accurately describe the current arrangements in place regarding the service's accommodation, referral and admission process, the type of care and support available and ways in which it is working towards providing a Welsh language service provision. The statement of purpose also includes details of the service's supervision and training arrangements for care staff.

The manager appropriately notifies relevant regulatory bodies and statutory agencies, when there are concerns and significant events, which might affect the well-being of individual's receiving care. We found the communication is effective, open, and transparent. We found notifications to Care Inspectorate Wales, Local Authority and Health professionals are timely and consistent.

There are systems and processes in place to monitor, review and improve the quality of care and support provided. Information about the quality of care is gathered and reviewed for improvement purposes. The RI summarises all aspects of the service in regular visits and produces a six-monthly quality of care report which identifies all planned improvements for the home. We find family and professionals give positive feedback about the care provided.

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
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Date Published 20/04/2023