



## Inspection Report on

**The Old Vicarage**

**The Old Vicarage  
Bridgend  
CF35 6EL**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

**Date Inspection Completed**

**10 August 2021**

10/08/2021

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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	29/11/2018
Does this service provide the Welsh Language active offer?	This is a service that is working towards providing an 'Active Offer' of the Welsh language and demonstrates an effort to promoting the use of the Welsh language and culture

### Summary

People appear happy with the service they receive, and have evident positive relationships with staff who provide their care. 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 as and when required. People are cared for in a pleasant environment, that is safe and meets their needs. People have access to social engagement within the home and community. Staff feel supported and are happy in their roles, and staff receive training and supervision. There are measures in place to keep people safe and there is evidence care workers are able to meet people's physical and emotional needs. Management recruits safely and provides staff with support in their roles. The home environment is safe, comfortable and fit for purpose. The responsible individual has good oversight of the service.

## Well-being

People have a voice and are treated with dignity and respect. Personal plans are up to date, detailed, and accurately reflect people's current needs. We saw care workers be attentive, respectful and have good camaraderie with people during the inspection. Relatives are complimentary of the service and grateful for the level of care provided. Comments include: "*very happy with the care*", "*I have no concerns*" and "*the staff are very friendly*". Overall, the people we spoke to were complimentary of the level of communication from the service, but some would appreciate more.

The Old Vicarage promote people's physical and mental health, and emotional wellbeing. There are good arrangements in place to manage medication in the service, which the management audited routinely. People receive care from a consistent staff team who know them well, and are able to recognise any deterioration in people's health quickly, to make timely referrals to relevant medical practitioners.

People are protected from harm and neglect. Care staff have received safeguarding training, and therefore are clear about their responsibilities to protect people and are aware of the procedures to follow if they have any concerns. We saw that people who have limited capacity have appropriate safeguards in place, which have been agreed in their best interests. The service has a robust safeguarding policy in place and the manager is aware of the new All Wales Safeguarding Procedures, which has been shared with staff.

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 are plans in place for future refurbishment work and identified repairs and relevant health and safety checks are completed.

There is satisfactory oversight of the service. Routine visits by the service responsible individual (RI) have resumed following Covid 19-restrictions and we saw the most recent report from this visit.

## Care and Support

We saw people appear to enjoy what they were doing and show a comfortable relationship with staff who provide their support. To keep people well, the service liaises with relevant professionals in a timely way, and pro-actively supports people in important areas such as healthy eating and being active. Because staff know people well, some over a number of years, they can recognise changes in health, mood and well-being, and act accordingly.

Care workers adapt their care and support to suit each person's situation, in line with the Statement of Purpose of the service. The care plans describe the person well, and they are detailed as well as reflective of people's individual needs. Individual risk assessments identify people's particular vulnerabilities, and strategies for protecting them. They have reviews regularly but also when required, for example to reflect a change in support needs. Care workers make daily notes to document the support they provide. The notes are informative, reflective, and help to improve care. This helps to give care workers good direction about how to support people, according to their particular needs. The service has systems in place for the management of medication. Medication is stored appropriately and staff carry out the relevant temperature checks on a daily basis. We found no gaps in the medication administration records (MAR).

Staff are pro-active to minimise the risk of harm and abuse for people as much as possible. They have training to understand their safeguarding responsibilities. Staff we spoke with feel confident in raising issues or concerns with their manager and are aware of the Whistleblowing Policy of the service. The service follows appropriate guidance for the infection control measures and visiting practises in place, and there are sufficient supplies of personal protective equipment (PPE). Policies and staff training for medication management are in place to promote good practice. The service arranges regular reviews of people's medication by relevant health professionals, to ensure medication prescribed remains suitable.

## Environment

People live in a home that meets their needs, supports them to maximise their independence and achieve a sense of well-being. People can personalise their room with photos, furnishings and keepsakes, which promotes a feeling of being at home. There are no shared rooms. All areas of the home appear functional and well maintained, as well as comfortable and homely. The standard of cleanliness and hygiene appears to be good. The kitchen and laundry facilities are suitable for the size of the home. There is a pleasant outdoor area with a new trampoline for when the weather is good.

People benefit from the service's commitment to ensuring safe practice. 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 service makes sure staff are suitable and fit to work with vulnerable people. Staff files contain the legally required information and show appropriate recruitment and vetting procedures are in place. Care staff have a relevant qualification. New staff undergo a wide-ranging induction programme. All staff have on-going mandatory and specialist training, to meet specific needs of a person. Staff say they are happy with the training available. They have regular supervision and appraisals to reflect on their performance, identify training or support they might need, and discuss any issues. Staff told us they feel valued and management is supportive, telling us *“I love working here”*, *“the manager is amazing, very supportive”* and *“I enjoy my job”*.

The service has a clear 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 various formal and informal opportunities for people and their representatives, to ask questions and give feedback.

The service runs smoothly and delivers quality care and support due to its robust governance, auditing and quality assurance arrangements. These systems assist the service to self-evaluate, and to identify where improvements are required. The service sets high standards for itself and it monitors the extent to which it is meeting these. Relevant, current policies and procedures are in place to support this. To ensure people are safe, management act promptly and appropriately to incidents, accidents and safeguarding matters. The service has received no recent complaints and concerns but processes are in place to deal with them promptly and appropriately if required.

**Areas for improvement and action at, or since, the previous inspection. Achieved**

**Areas for improvement and action at, or since, the previous inspection. Not Achieved**

None	
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**Areas where priority action is required**

None	
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**Areas where improvement is required**

None	
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