



Inspection Report on

Lexham Green Care Home

Lexham Green Rest Home
50 Brunswick Road
Buckley
CH7 2EP

Date Inspection Completed

22 March 2022

Final unpublished report

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About Lexham Green Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Lexham Green Limited
Registered places	29
Language of the service	Both
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	This is a service that does not currently provide an active offer of the Welsh Language. It does not anticipate, identify or meet the Welsh language needs of people who use or intend to use their service.

Summary

The provider ensures the service is operated in a way that best meets the needs of people living there. Staff training, policies and procedures, infection control practices, risk assessments and personal plans all help ensure the safety and well-being of people in the home. People say they are happy living in the home and professionals report the service is proactive in seeking professional health advice when needed. People have choice and autonomy about how they spend their day, the activities are fun and varied and menus offer a choice of nutritious meals.

The manager, who is also the responsible individual, is at the home on a daily basis during the working week and this helps ensure they have a good oversight of the service. Regular audits of the service help keep the building maintained and ensure continued improvements are made. The quality assurance arrangements and satisfaction surveys monitor peoples' ongoing satisfaction with the service and highlight any areas for improvement. The environment promotes people's well-being; it is equipped to help them with their mobility and provides space that is clean, warm and bright. There is outdoor space and seating within a secure garden. People living in the home enjoy their surroundings and the care staff who support them.

Well-being

People have choice and control about the care and support they receive at the home. They choose when they want to get up and go to bed, what activities to engage with and where they want to spend their day. Activities are fun and varied, providing an opportunity to exercise, be creative with crafts, dance to music and practice culinary skills. People enjoy meals from a varied menu offering different options and specialist diets are catered for. Personal plans include one-page profiles that share people's history, their likes and dislikes, their aims and aspirations so that care can be tailored to suit them. Staff are respectfully familiar with the residents of the home as many have worked there for a long time. They talk with kindness and patience. People are happy with the care staff who support them and enjoy living at the home.

People's physical, mental and emotional well-being is looked after well by care staff who promptly seek professional and health advice when required. District nurses visit the home and tell us they are happy with the service and the care provided. People's personal plans are reviewed and updated regularly and information shared so staff are always aware of any changes in people's needs. Effective infection control procedures keep people safe during the coronavirus pandemic, face masks are worn, hand sanitisers are situated around the home and visiting is by appointment.

Most staff have up to date training in safeguarding which, together with the services policies, protects people from abuse and neglect. Frequent meetings between senior staff and care staff encourages discussion about practice and further helps to ensure people are safe. Relevant external authorities, who help the service support people's safeguards, are involved promptly where appropriate. The service has arrangements in place to ensure any such decisions are made only in the person's best interest.

The accommodation provided is warm, clean and bright. Some rooms need some redecoration, but the responsible individual has included this in their plan for the coming year. Aids around the home help people mobilise and people have choice where to spend their time, with a range of communal areas and a garden. People are happy with their surroundings.

Care and Support

People have the quality of care and support they need and prefer. We saw personal plans written with input from the person concerned, families and professional agencies. Personal 'one page profile' documents detail people's preferences on subjects such as how they want to be addressed and how they want to carry out their daily routines. The service does not provide care or activities in the Welsh language, documentation is not bilingual and there are few signs in Welsh around the home; currently there are no people living in the service whose first language is Welsh.

Activities are enjoyed most days and photographs and records show these include a variety of fun activities. We saw people had made bread and soup, they dipped strawberries in chocolate to celebrate Valentine's Day and made celebration cards. People enjoy pamper sessions, music and dancing and creative crafts. People have maintained social contacts with friends and family through the Coronavirus pandemic via digital technology and changes to the environment to allow for safe visiting.

To ensure all are involved in reviews, the service holds 'Care plan open days' for people and their families to attend and discuss their progress and care. The outcomes are documented as part of the individual's review. We spoke with people who said they enjoy living at the home, they are comfortable and *'the food is always good'*. We saw three options were available at lunch on the day we visited and records show this is usual practice. Care staff are respectfully familiar with the people they support as some have worked at the home for a long time.

People receive support to access healthcare and other services to maintain their ongoing health, development and well-being. We saw how the manager is helping one person reach their goals working alongside the social worker. Appointments with external professionals, such as doctors, mental health professionals and district nurses are made promptly when required. A visiting professional was in the home during our visit and they told us they enjoy good communications with the care staff at the home and confirmed staff seek advice promptly when needed; healthcare instructions are listened to and carried out to help people maintain good health. We saw how care staff listen to individuals and change approaches to care to make people more comfortable and settled. People enjoy things that matter to them, such as take away food, toy pets and baby dolls. Everyone is treated as an individual, their choice and wishes respected.

The service promotes hygienic practices and manages risk of infection well. Instructions to staff and visitors are visibly posted, staff wear face masks and hand sanitising liquids are situated around the home for everyone's use. Due to the restrictions of the Coronavirus pandemic, the provider of the service has converted the entrance hall by partitioning the space with a glass wall. This is fitted with microphones so people can see and hear each other well without risking cross infection. People have a choice about how they want to see their relatives.

Final unpublished report

Environment

The provider ensures people's care and support is provided in an environment with facilities and equipment that promotes achievement of their personal outcomes. Although some décor is a little dated, and the curtains need replacing in one room, we saw rooms are reasonably decorated, clean and bright. Some rooms have already had new flooring and new bedding and pillows. A recent audit highlighted more areas for redecoration and new flooring. The manager is working to a plan for prioritising and undertaking this work. We saw people had aids to enhance their mobility, a chair lift is used to get to the first floor and there are grab rails to aid confidence when walking. There are three lounges and two dining areas so people can choose where they would like to sit. There is also outdoor space in a sunny garden for people to sit out and plans for this year include further improvements to this area.

The service provider identifies and mitigates risks to health and safety. We saw generic risk assessments for the home and individual risk assessments for various activities undertaken by each person. Incidents of falls are monitored and evaluated to identify themes and make risk management more effective. Any potential causes are explored and changes made where necessary. Records show arrangements are in place to ensure the safe use of electricity and the storage of hot water. Checks for heating and electrical appliances are booked. We saw good fire safety measures in place, such as regular fire equipment and lighting testing, staff training and regular fire drills. The home has a maintenance person who attends weekly and we saw a record is kept of 'jobs to do' and their progress. The home has achieved a 'Certificate of Environmental Achievement' in recognition of their environmental impact reduction program' for 2021 – 2022 from Seven Ways Environmental Service Ltd.

Leadership and Management

The provider has governance arrangements in place to ensure the service is well run. The manager is also the responsible individual for the home and has responsibilities to ensure they have good oversight of the service. We saw policies and procedures in place which help staff achieve safe working practices and environment. Staff provide written confirmation when they read these. Audits of the home identify areas for improvement although these do not currently show what progress has been made. The manager / responsible individual carries out quality assurance reviews which capture people's views of the service. The quality assurance process evaluates developments through the year and concludes with 'areas we need to improve or develop'. This shows a service that is reflective and improving. The manager / responsible individual is open to feedback and has frequent meetings with her senior staff to share ideas, aims and objectives.

Individuals are supported by a service that provides appropriate numbers of staff who are suitably fit and have the knowledge, competency, skills and qualifications to provide the levels of care and support required. Staff records show robust induction and training procedures. Care staff request advice and support from health professionals, where appropriate and share this with others through meetings and communication logs. Staff receive support from their manager, with regular opportunities to meet and discuss practice. Staff rotas and our observations on the day of our visit show sufficient staff to meet the needs of people in the home. Safe staff recruitment and appropriate fitness checks are carried out. Some staff have worked at the home for many years and are very familiar with people living there.

The service provider has oversight of financial arrangements and investment in the service so that it is financially sustainable and supports people to be safe and achieve their personal outcomes. The home is clean and comfortable with most furnishings and furniture suitable for people in the home. More improvements are planned, and work completed has made a visible improvement to the environment and people's overall well-being.

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
N/A	No non-compliance of this type was identified at this inspection	N/A

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