



Inspection Report on

Minstrels

Carmarthen

Date Inspection Completed

24/08/2022

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About Minstrels

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|--|--|
| Type of care provided | Care Home Service Adults Without Nursing |
| Registered Provider | CARNINGLI TRUST (THE) |
| Registered places | 5 |
| Language of the service | English |
| Previous Care Inspectorate Wales inspection | |
| Does this service provide the Welsh Language active offer? | Working Towards. The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture. |

Summary

Minstrels is a small service, set in a rural location, where people lead happy lives. There is a small team of care workers who know people well and relate to each person in a kind and caring manner. People lead fulfilling lives and do things that are important to them. Each person is encouraged to have a voice: the service holds regular meetings for people to discuss any issues which affect them. Care records describe how care workers are to meet people's individual needs. The home keeps each person safe by the use of established infection control measures.

An established management team continually strives to develop people's care and support wherever possible. The Responsible Individual (RI) regularly visits to talk to people who live in the home and care workers to obtain feedback about the service.

The provider has kept people safe during the pandemic by the use of safe practices. Care workers give people the time they need to talk about any anxieties. Care workers receive regular individual supervision to discuss their work. There is a range of staff training available to help care workers support people safely and effectively.

Well-being

People have control over their day-to-day lives. They are relaxed, comfortable in their home and know what opportunities are available to them. Personal plans are detailed and contain personal preferences to identify what is important to people. Each person does things they enjoy. People are encouraged to personalise their surroundings in whatever way they wish. Care workers invite people to be involved in decisions about their support. They encourage and support people to make choices and decisions about how they spend their time. Care workers are familiar to people, giving them confidence that their needs and preferences are understood.

People are relaxed, feel safe and comfortable in their home. We saw care workers having positive, good-humoured conversations with people. Each person has a keyworker who is responsible for advocating for them and ensuring their needs are being met. Senior staff members protect peoples' privacy and personal information at all times. Care workers receive regular support and training: they have been through the provider's recruitment process. They may access policies and procedures to enable them to protect vulnerable people and the manager regularly monitors them to ensure they are meeting people's needs.

The home can provide an 'Active Offer' of the Welsh language but there is no demand for exclusively Welsh speaking support currently. However, some staff members are Welsh speakers, and the manager does agree with the necessity of providing an Active Offer if the home supported anyone who does prefer to communicate in Welsh. We will explore whether the home intends to become a bilingual service in subsequent inspections.

A relaxed atmosphere in the home helps people feel at ease. The building is easy to navigate for people to visit friends and receive visitors where they wish. Many routine activities stopped during the pandemic, but the staff team remain motivated and focused on what is important to people.

Care and Support

Overall, people have accurate and up-to-date plans for how the service provides their support. The provider considers a range of information to ensure they can meet each person's needs. A clear recording system provides a good record of people's support arrangements and describes what is important for each person – including their personal preferences, essential things to know about them and their family backgrounds. Some people are not always able to verbally express their needs and wishes, so care records include information regarding preferred methods of communication. Daily records are detailed and accurately evidence how people are spending their time each day. Risk assessments and personal plans clearly record all health interventions. Senior staff regularly review care records, especially if support needs change.

The provider has detailed policies and procedures to manage the risk of infection. There are good hygiene practices throughout the home and care workers may refer to infection management policies when necessary. Measures are in place to ensure people keep safe from Covid-19 infections as far as possible: this includes the monitoring of all visitors and the appropriate use of personal protective equipment (PPE) by all care workers. The service stores cleaning products securely and there are guidance notes for handling the products.

As far as possible, the provider takes appropriate steps to safeguard people from neglect and abuse. Care records clearly state any risks to people's health and well-being, and detailed risk management plans help to keep people safe and as independent as possible. Care workers recognise their personal responsibilities in keeping people safe. They are aware of the whistleblowing procedure and are confident to use it if the need arises. They would approach any of the senior staff team, but would also contact external agencies such as the local safeguarding office if they thought they needed to.

Environment

People receive support in a suitable environment. The property is homely, warm and clean. People say they feel comfortable and happy living there. Each person's private room is secure, spacious and personalised to reflect the occupant's taste and interests, with items such as ornaments, soft furnishings, photos and items of furniture. People may choose between various communal areas as well as a garden with outbuildings where they are able to spend time relaxing or watching films on a big screen.

People are safe from unauthorised visitors entering the building, as all visitors have to ring the front door bell before gaining entry and record their visits in the visitor's book when entering and leaving. People's personal information, together with employee personnel records, are stored securely and are only available to authorised members of the staff team. Fire exits are free of obstructions and maintenance records evidence weekly fire alarm tests. All COSHH (Control of Substances Hazardous to Health) materials are stored correctly, in line with the COSHH Regulations 2002.

Leadership and Management

The provider has a clear vision of the support it provides, and a positive regard to each person receiving support. There is good management oversight and the RI is in regular contact with the manager. Discussions take place with people in the home and healthcare professionals involved in their care. Regular audits monitor all aspects of people's care and any issues that arise are resolved in a timely manner. Each person has a copy of the complaints policy and a large font version is available for people and relatives who do not read well.

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 is linked to the 'All Wales Induction Framework for Health and Social Care.'

Care workers are up to date in their training. In addition, all care workers undertake specific training relevant to the people they support. For example, Communicating effectively, Person centred approaches and Epilepsy. Regular staff meetings give all employees the opportunity to discuss their work and to keep up to date with developments in the service. Care workers have a good understanding of their roles and responsibilities. Three-monthly employee supervision records show all care workers can discuss any issues they wish to raise, in a formal setting and have the conversations recorded. Care workers say they are well-supported by the manager and feel confident in their work. The RI identifies all actions needed to improve people's well-being into six-monthly quality of care reports.

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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Date Published 14/09/2022