



Inspection Report on

Glamorgan Care Ltd, Danygraig House

**Glamorgan Care Ltd
Danygraig
Porthcawl
CF36 5SR**

Date Inspection Completed

13 January 2022

Date_Last_Inspection_Completed_Donot_Delete

Welsh Government © Crown copyright 2022.

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.*

About Glamorgan Care Ltd, Danygraig House

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Glamorgan Care Limited
Registered places	48
Language of the service	English
Previous Care Inspectorate Wales inspection	2 January 2020
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

People living at Danygraig receive a high standard of care from care workers. They are happy with the care and support they receive from trained care workers who are respectful and caring. Staff know people well, and interact in a kind and caring manner. Personal plans detail how people like their needs met and are reviewed regularly. People can choose to be involved in a range of activities. They are also very satisfied with the meals served at the home. Staff follow current guidance relating to coronavirus, this includes using the correct personal protective equipment to keep people safe. The service needs to keep policies updated and relevant. People live in a positive environment where they are encouraged to make choices and decisions whilst being protected from harm. Staff treat people as individuals whose choices, likes and dislikes are considered. The responsible individual (RI) has oversight of the service and has a regular visible presence in the home.

Well-being

Care documentation within the service is informative and up to date. Care plans are person centred, detailed and clear to follow. Care workers have a very good knowledge of people and are therefore able to notice any changes quickly and respond promptly. People remain as healthy as they can be due to timely referrals to healthcare professionals and effective administration of medication. Healthy and nutritious meals consider people's dietary needs. People living in the home and their relatives told us they were very happy with the care provided at Danygraig.

There are measures in place to keep people safe. Care workers are aware of their safeguarding responsibilities and are trained to keep people safe. Care workers are recruited in line with regulation and are subject to pre-employment checks to ensure their suitability for the role. Infection control measures including the use of personal protective equipment (PPE), up-to-date guidance and regular Covid-19 testing reduce the risk of cross infection. Medication is securely stored and administered as prescribed. Policies and procedures promote safe practice, however, some of these including the safeguarding policy need reviewing to ensure they contain the most up-to-date guidance.

There is a clear management structure for the service. We received positive feedback from the staff we spoke with, who told us they feel valued and supported by the manager. There are effective systems for monitoring and auditing standards of support and the environment, overseen by the responsible individual (RI). There is a statement of purpose, which is a document that sets out information about the service provided. It describes the home's vision, values and ethos.

Individuals live in suitable accommodation, which supports and encourages their well-being. The environment appears homely and the communal areas provide adequate seating for people to enjoy socialising together. Their rooms contain personalised items of choice, are suitably furnished, have facilities which encourage their independence and enable them to have private time. Relevant health and safety checks are completed. The home is secure and there are robust infection control arrangements when visitors arrive at the home. Maintenance checks are in place to ensure the environment is free from hazards.

Care and Support

An experienced team of care workers deliver care and support. Staff turnover at the service is low which provides good continuity of care. We observed positive interactions between care workers and people living at the service. We saw people being treated with warmth and kindness. People are supported to do the things that are important to them. People told us *"I think it's lovely here, plenty going on"* and *"It's as pleasant as you get anywhere"*. A relative told us *"They genuinely care about people's wellbeing"*.

Personal plans set out people's care, support needs, and highlight any risks to the person's health and well-being. We examined a number of electronic personal plans and found they are outcome focused and person centred. This means the information recorded in them is dedicated to the care and support needs of the person. Risk assessments outline people's vulnerabilities and provide information on how to keep people safe. Daily recordings are up-to-date and various tools such as food and fluid charts are used to monitor people's overall health when necessary. There is a varied and regular programme of activities. Daily notes show that people living in the home are given the opportunity to join in meaningful activities both in groups or individually.

People are supported to remain as healthy as possible. We saw personal plans contained documented information that suggests people have good access to additional health and social care services. Medication is stored safely and administered in line with the prescriber's recommendations. We examined medication administration records (MAR) and found them to be filled in correctly with no gaps. Staff carry out the relevant storage temperature checks on a daily basis. Controlled medication is also appropriately stored and recorded. Meals are freshly prepared and we found that meals were well presented and served efficiently. People told us that they enjoyed the meals and could always have something different if they wished. One person said, *"I like all the food here"*.

The service promotes hygienic practices and manages the risk of cross infection. We saw that all care staff wear personal protective equipment (PPE) appropriately. PPE stations are located around the home at entrances and exits. There are robust arrangements in place for visiting, which enables people to maintain important relationships with family and friends safely. The service has an infection control policy and procedures document in place which is updated as government guidance changes. Measures are in place to minimise risk to people when visitors come to the home, this includes body temperature checks and Lateral Flow Tests (LFT's) for all indoor visits.

Environment

The service is set over two floors and can accommodate up to 48 people. People's rooms are decorated to their preference, furnished appropriately and contain items that are important to them. Most bedrooms benefit from ensuite bathroom facilities. Communal areas within the home are clean and comfortable. The Food Standards Agency has awarded the kitchen a score of 4, this suggests good standards of hygiene. This also supports good standards of cleanliness and hygiene within the home. There are extensive well-kept garden areas where people can sit or take part in activities. There is also a sensory garden, where people can relax. We saw the laundry facilities, which are suitable to meet the needs of people living in the home. Effective daily cleaning schedules are in place as all parts of the home are clean, tidy and well organised.

The service has systems in place that ensure the home and its facilities are safe. We looked at a range of documentation that relates to health and safety and the maintenance of the service. The information provides a detailed overview of a rolling programme of safety checks, servicing and maintenance of the home's equipment and facilities. Effective and efficient fire procedures, testing and training are in place to protect people. Records confirmed fire alarm tests take place weekly. We saw that window restrictors are in place and harmful chemicals are securely stored.

Leadership and Management

People can be confident the service provider and management of the home monitor the quality of the service they receive. The service is provided in line with the objectives of the Statement of Purpose, which is regularly reviewed. We found people and families give positive feedback about the care provided. The RI visits the home regularly and meets with residents and staff. We viewed the latest quality monitoring report, which evidenced some people's feedback and recommendations for improvements in the home. We looked at documentation that confirmed the RI conducts quarterly visits to the home to complete quality assurance monitoring.

The provider supports staff to raise concerns about the service through whistleblowing procedures. A policy is in place and staff are able to access this. There are accessible safeguarding policies and procedures, and the service keeps records of any actions and outcomes. However, all the policies viewed require updating to be more individualised to the service. We discussed this with the RI and explained this was an area for improvement and we would expect action to be taken by the next time we inspect. Compliments and thank you cards are evident at the service.

There are sufficient numbers of staff on duty to safely support and care for people. Records show there are a mixture of experienced and new staff available and this was seen during our visit. The sample of staff supervision records seen were carried out at the required frequency and meet regulatory requirements. Enhanced staff recruitment checks are up to date and newly employed care staff complete the service's internal induction and the Social Care Wales – All Wales Induction Framework. We were shown a training matrix, which includes mandatory as well as other courses. Staff say they feel valued and supported. They also told us that they are able to talk to management, who are all approachable. Staff we spoke with told us *"I love it here"*; *"It's like coming home for me"* and *"they encourage you to better yourself"*.