



Inspection Report on

Luk-ros Bungalow

Blackwood

Date Inspection Completed

25/01/2024

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About Luk-ros Bungalow

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Homes of Excellence Ltd
Registered places	4
Language of the service	English
Previous Care Inspectorate Wales inspection	19 December 2022
Does this service promote Welsh language and culture?	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 receive the care they need when they need it. Care staff have the skills, knowledge and understanding necessary to provide good quality care to people. The service is developing how it supports people to identify and work towards meeting meaningful personal outcomes. This is having a positive impact on people's wellbeing, particularly in relation to activities and recreation. People are supported to keep in touch with loved ones and feedback from relatives is positive.

The service is homely, comfortable, and inviting. The environment is clean and well-kept, and the provider has plans for additional improvements in the future. Facilities within the home are maintained and serviced, and safety checks are regularly undertaken. The service displays a 'Welsh word of the week' and encourages staff to use this in conversations with people. The layout of the service promotes independence and there is appropriate specialist equipment in place for those who need it.

There have been recent changes in the management team and the current manager covers two services. There is a committed Responsible Individual (RI) who is actively involved with the service and knows the service well. There are appropriate numbers of care staff working at the service. Care staff receive supervision and training to enable them to develop and undertake their roles well.

Well-being

People are supported by care staff to make the choices they can, with processes in place for when decisions need to be made on people's behalf. Care staff have a good understanding of people's preferences and routines and ensure these are respected. Care staff show a good understanding of people's verbal and nonverbal communication and use this to support people to manage and improve their wellbeing.

Care staff support people to be as well and healthy as possible. We saw people enjoying their activities either with a member of staff or as a small group. We also saw people enjoying their own company and individual pastimes. The service is developing how activities are planned and carried out to enrich the wellbeing experiences of people.

People's needs are anticipated and met quickly, and they do not have to wait long for care staff to support them. People are supported to take their medication as prescribed, and we saw this is recorded. People are supported by staff who are suitably trained and who have been recruited safely. Owing to this, people receive good quality, safe care and are protected from abuse and neglect.

The service is developing how it supports people to identify and meet their personal outcomes, and we saw a good example of a person's wellbeing improving as a result.

People are supported to maintain relationships which are important to them and to develop new ones as appropriate. Care staff facilitate video calls between people and their loved ones, as well as visitors to the home. People and care staff have positive relationships which includes people's preference to enjoy their own company being respected.

The environment is homely and comfortable. The layout and staffing levels ensure care staff are close to the people they support and do not need to rely on the use of call bells. The layout also supports people to be independent and access various areas of the home, with specialist equipment in situ to support those who need it.

Care and Support

People receive good quality care and support from skilled, trained care staff. People have been supported to increase the range of activities they take part in. This includes short holidays with care staff for some, and sensory and wellbeing activities for others. We saw people being supported in a dignified and friendly way according to their individual needs, with people appearing relaxed and happy with care staff. People's relatives speak positively about the service and the positive impact it has had for their loved ones. We were told; *"the staff are wonderful, I can't express how happy we are, it's all absolutely beautiful"* and *"We are very, very happy with Luk ros"*.

People have their own personal support plans which are accurate, detailed and kept up to date. The personal plans outline a person's needs and guide care staff on how to meet these in the person's preferred way. Personal plans include details of what is important to them and what their personal outcomes are. A new format for the plans have been developed, are being used with positive effect, and the service plans to put these in place for everyone. People have monthly reviews with their key worker. These reviews reflect on the past month, consider any changes and actions needed, and goals for the next month. This is a new process for the service and how it is used continues to be developed for the benefit of people. Relatives have commented on the communication from the service and being involved in discussions or meetings. We were told *"they always keep me up to date and I am invited to any meetings"*.

Care staff support people to be as well and healthy as possible. Care staff show a comprehensive understanding of the people they support and are able to anticipate and identify people's needs. If a person requires support from a health or social care professional, the service arranges this without delay. There are safe systems in place for care staff to support people with their medication. Medication Administration Records (MARs) are in place and completed appropriately. Regular medication audits are conducted, and care staff are up to date with their medication training and competencies.

People are supported to remain safe and care staff receive safeguarding training. Care staff are confident any concerns brought to the manager or the RI would be dealt with appropriately.

People are supported to have a nutritious diet which can include home cooked meals. Where a person's dietary needs require something different, staff have the necessary training and skills to be able to meet this need safely.

Environment

Luk-ros is set over a single floor and people live in a welcoming and homely environment which meets their needs. A relative told us; *“Luk-ros looks like ‘a home’, and it is their (the person’s) home”*. The shared space in the service includes a lounge and a kitchen diner, as well as a small garden area. There is a shared bathroom which has a toilet, accessible shower, and a specialist bath. The layout of the home is enabling and promotes independence. There is a display for the ‘Welsh word of the week’ which care staff incorporate into conversations and activities with people.

All areas of the service are clean, free from clutter and, overall, well maintained. We saw there had been redecoration to the lounge, kitchen, and hallways, including new furniture in the lounge which has created a comfortable and enjoyable space for people to use. Areas for further improvements to the home have already been identified by the RI.

People have their own single bedrooms which are warm, comfortable, clean, and personalised to their own needs and tastes. People’s bedrooms are respected as their personal space and when they are at home, people spend their day between their rooms and the communal areas as they choose.

People can be confident they live in a safe environment. On arrival the main entrance was secure, and identification was checked prior to being able to enter the home. Cleaning products are stored securely and there were no obvious hazards within the home. The service ensures the regular maintenance and servicing of facilities takes place.

All people living in the home have a Personal Emergency Evacuation Plan (PEEP) in place. We saw evidence of fire drills taking place along with the required checks of fire safety facilities. Confidential information is stored securely, as are medications, and there is an area where staff can meet with the manager for supervision meetings.

The service has updated the outside area. Some ‘finishing touches’ are outstanding due to poor weather. The outside area has been thoughtfully designed to meet people’s needs, preferences, and to enhance their wellbeing.

Leadership and Management

There have been recent changes to the management team at the service. The current manager covers two homes which are located near each other, which was agreed between the RI and the regulatory body prior to implementation. The RI and manager have a plan in place for how the managerial role will be managed effectively. The RI, who is very involved in the service, has effective oversight of the provision of care and support to people. The active involvement of the RI in the home is valued by both the manager and care staff. The RI undertakes regulatory visits and completes the necessary reports, which are detailed and considers the quality of service provided.

There is a stable care staff team at Luk-ros and people can be assured when recruitment is needed, the process is safe and robust. There are sufficient levels of care staff available to meet people's needs, and we saw rotas which evidence this. Care staff are very happy in their roles. We were told; *"I love my job here, I can't say what I feel is the best part about it, as I love everything about it"*. Care staff also commented on having time available to be with people and support with activities. Although certain times of the day can be busier than others, staff told us they did not feel rushed in their roles.

All care staff have formal supervision meetings every three months, and the manager can be contacted in between these for advice and support. We saw evidence of supervision dates and annual appraisals, along with staff training records. The service uses an online training package for staff to access, along with some 'face to face' training. The service is keen to support staff in their development and facilitates this via support to attend courses and a flexible approach to how training is completed. The RI told us they will support staff who have an interest in increasing their Welsh language skills and, going forward, this will be discussed in annual appraisals. There are not any staff currently learning Welsh, and some staff have a basic level of Welsh language skills.

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
16	The review records for the personal plans for individuals, who are not able to fully engage in a review of their needs and personal outcomes, do not demonstrate that the service includes the views of the persons representative.	Achieved

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