



## Inspection Report on

**The Glen**

**Newport**

## **Date Inspection Completed**

01/09/2022

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## About The Glen

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Ocean Community Services Limited
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">[Manual Insert] First inspection under The Regulation and Inspection of Social Care (Wales) Act 2016</a>
Does this service provide the Welsh Language active offer?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

### Summary

People receive support from an established staff team to do the things they like and to remain as healthy as possible. Care workers and the manager present as respectful, caring and knowledgeable. They support people to pursue the activities they want in the home and in the community.

The home provides people with suitable accommodation which reflects individuals' needs and interests.

Staff feel supported by their colleagues and by managers. Care workers show enthusiasm for the work they do and receive comprehensive training.

There are established systems in place to enable the manager and care staff to plan and deliver care and support safely. In addition, the service provider has systems to oversee the service and to make improvements. The responsible individual (RI) oversees the service and carries out visits to the home.

## Well-being

People who live at the home have choices about doing the things they like. People spoke to us about what matters to them, how they keep occupied and the support they receive from care staff and the manager. Care staff cater for people's preferences and because they know them well, can anticipate their needs. People engage in a range of activities within the home and in the local area. During the inspection visit we observed each person pursuing their own interests. People are involved in all decisions which affect them and help to determine the support that they require. The service provider also consults with them in relation to the general running of the home. We noted people are encouraged by staff to make decisions and are supported to access external advocacy services.

People are supported to remain as healthy as possible both physically and mentally. This includes supporting people with their medication and ensuring they eat and drink well. Care workers monitor people's health, and referrals and appointments with health professionals are arranged when necessary. People are encouraged to have choices, remain active and to maintain meaningful relationships. This promotes people's emotional well-being.

Measures are in place to protect people from abuse and neglect. From discussions with staff it is clear that they know what to look out for and how to raise concerns if they suspect someone's well-being is compromised. Care staff are trained in safeguarding and have policies and procedures to guide them. There are risk management plans in place, and these are kept up-to-date to keep people as safe and as independent as possible. The home provides people with suitable accommodation which reflects individuals' needs and interests.

## Care and Support

People receive the support they require when they need it. We observed care workers supporting people and noted a natural rapport between them. Care staff are encouraging and reassuring, and demonstrate a clear understanding of people's needs. The atmosphere at the home is relaxed, people are settled and appear content. They also access services from external professionals on a regular basis. Records show this includes GP, district nurses and speech and language therapists.

There is documentation in place for each person. It reflects information gathered from people and significant others including health professionals. There are comprehensive records of people's life histories, their likes & dislikes and aspirations. There are detailed personal plans in place for all the areas in which people need care and support. Where there are risks, these are assessed and steps to mitigate them are listed. These plans and risk assessments cover people's activities, hobbies and health care needs.

Staff record the care and support delivered to each person. Daily records and people's plans are reviewed when there is any change and at least every month. We saw multi-disciplinary team meetings take place. People's whole circumstances are considered. This includes reviewing the care and support they received in the previous month and drawing up an action plan for the next month. The person, staff from the home and external professionals are involved.

Care staff keep people safe by following clear policies and procedures and taking timely action when needed. Records show the manager deals promptly and appropriately with incidents. The manager liaises with relevant agencies to ensure any restrictions placed on a person's liberty are only in their best interests. There are systems in place to ensure medication is stored and administered safely.

## Environment

People live in an environment that meets their needs and promotes their well-being. The home is welcoming and clean. There are communal areas including a kitchen, lounge and a dining room. Bedrooms reflect people's needs and interests. In addition, people have access to outdoor areas which include a covered sitting area. During our inspection we observed them spending time in their own rooms and in the communal areas. We observed people spending time sitting outside engaging in conversations with staff. The manager explained there is an ongoing programme of maintenance in place, and structural work to enhance laundry facilities is due to take place. We noted the RI reviewed the premises when they last visited, and they listed the work due to be carried out in their report.

There are systems in place to identify and deal with risks to people's health and safety. Staff at the home carry out regular health and safety checks. External contractors carry out specialist checks. The service provider reviews all the checks which have been carried out, ensures risk assessments are in place and, when necessary, actions are taken. The home has a food hygiene rating of five which means standards are very good.

## Leadership and Management

The service provider has arrangements in place to support the smooth running of the service. The RI maintains oversight of the service. They are assisted by a compliance officer and an area manager who has regular contact with the home and provides direct support to the manager when necessary. The service provider carries out audits, reviews the information collated and seeks feedback from the people they support and from staff. The RI visits on a quarterly basis and completes a report. They also complete quality care reviews and produce quality reports. This includes a summary of their findings and an action plan to address findings and further improve the service.

There are arrangements in place to recruit, train and support staff. We examined recruitment records. These show the service provider carries out checks before a person can start working at the home. We discussed the robustness of the checks with the manager and RI. They told us they are reviewing these and will ensure reasons why staff left previous employment with vulnerable adults and/or children are always checked and recorded.

Supervision and training records evidence processes are in place for supporting and developing staff. Staff told us they feel supported by colleagues and by managers who listen to them. The manager told us they are supported by colleagues, the area manager and RI. All staff told us they receive an induction when they first start work consisting of a generic induction to the company, an induction to the home and the opportunity to work shadow shifts during a two week period. People told us, and records show staff continue to receive training including specialist training in order to meet the specific support needs of the people supported by the service. Staff receive regular one-to-one supervision.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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
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