



Inspection Report on

Chirk Court

**Maes Y Waun
Chirk
Wrexham
LL14 5ND**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

27/04/2023

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About Chirk Court

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	ClwydAlyn Housing Limited
Registered places	66
Language of the service	Both
Previous Care Inspectorate Wales inspection	20 May 2021
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

People are happy and are supported to live their lives as they choose. People's voices are heard, and their independence is promoted. People's health needs are understood by care staff, and timely referrals are made to the appropriate professionals to seek advice and guidance when needed. The home is supported by a range of visiting health professionals to help ensure people receive the care they need to remain as healthy as possible.

Care is delivered by an enthusiastic and familiar staff team. Care documentation in the main reflects the person being cared for, but improvements are required to some care documentation to ensure it is reviewed in a timely fashion and gives staff the instruction required to support people appropriately. The home provides a comfortable environment for people to live in which is safe, well looked after, and meets their needs. The environment is warm, clean, and decorated to a high standard. The Responsible Individual (RI) has oversight of the service and visits the service regularly. There are clear systems in place to monitor the quality of care provided, and the RI's three-monthly report and the services six monthly reviews are being undertaken and detailed.

Well-being

People are supported with their physical and social wellbeing. People, relatives, and health care professionals we spoke with are complimentary of the staff and management of the home and we observed staff aiding people calmly with dignity and respect. Care records do not always give care workers the instruction required to support people accurately and reviews of people's care documentation is not always carried out in line with regulations. We spoke with professionals; relatives of people living at the service and staff and saw documentation which showed referrals to relevant health care professionals are made in a timely way. We observed care workers had good knowledge of people's needs, referred to people in a positive way and it was clear they knew the people they supported well. This was confirmed by family members and health care professionals we spoke with. We viewed on several occasions staff sitting with people, interacting with them well and take an interest in their wellbeing. There were activities, both formal and informal, being undertaken with people by both the activities co-ordinator and care workers throughout the days of the inspection.

People can exercise choice and control over their every-day lives. We observed people enjoying various areas to sit in and the company of others. We observed interactions with people by care staff were considerate and respectful of people's wishes. There is choice regarding meals, and we observed people having alternatives if they do not like the choices on the menu. We observed and people told us they could get up and go to bed when they wished. The provider seeks the views of people living at Chirk Court and the staff team on a regular basis and reports upon these views.

People are generally protected from potential harm, abuse or neglect. Care staff records are checked robustly. Training records show staff have undergone training provided by the home and there is a robust set of management audits in place which ensure any risk is minimized.

The home is clean, warm, comfortable and bedrooms reflect individuality.

Care and Support

People cannot always feel confident the service provider has an accurate and up to date plan for how their care is to be provided to meet their needs. Care records are well organised and the information they contain is easily accessible. We spoke with care staff who told us personal plans give them enough information to undertake their role and spoke with people living at Chirk Court and their relatives who confirm they or their relative receive the care and support they require. A health care professional also confirmed staff know how to support people. We saw some personal plans which are an accurate reflection of the individual and give staff enough information on how to support the person. We also evidenced recording documentation, which are being completed appropriately and there are no concerns around these areas. However, we saw some personal plans which do not always provide accurate guidance for care workers in how care and support is to be provided for the person. We saw one person's plan, where the persons' medical condition is detailed but doesn't give staff the instruction on how to support the person around this condition. We spoke with the manager and RI about this, and they told us there had been issues with the data on the electronic care plans which was why paper copies were being used at present and they will take appropriate action in regards this. This is an area for improvement, and we expect the provider to take action.

We saw some people's personal plans have been reviewed in line with regulations, however, we viewed others which have not been reviewed appropriately. The RI and manager advised us of difficulties the service has experienced with data retention, and they will ensure personal plans are reviewed appropriately. This is an area for improvement, and we expect the provider to take action.

We saw positive relationships between people and care staff with lots of laughter and friendly banter taking place. We saw care workers support people gently, with kindness and at the individual's pace. Relative's, people living at Chirk Court, and health professionals all praised the positive way care staff support people. We saw evidence that referrals are made to external professionals, such as doctors, when required, and we were told by health professionals care workers follow the advice given by them. We also saw, throughout the inspection, activities, both formal, undertaken by the activities co-ordinator, and informal, arranged by care workers, taking place.

People are offered a choice of nutritious healthy meals. There is a menu in place and the preferences change on a regular basis. We spoke with people who told us they had choice and if there wasn't anything on the menu they liked, an alternative was available. Staff and people we spoke with confirmed they could have a hot option for breakfast if they so wished. We observed breakfast being served and saw care staff chatting and joking with good interactions taking place. We also observed the lunchtime experience on another household and found staff interaction with people differed from other interactions witnessed during the inspection. Some people were sat eating food which looked and smelled good; however, care staff were task focused and there was no meaningful interaction between the care workers and the residents eating for most of the lunch time.

Medication administration is safe and ensures the protection of people's health and well-being. The recording and dispensing of medication by appropriately trained staff are carried out. Medication is stored appropriately. We also saw evidence regular medication audits are undertaken by managers.

Environment

People live in an environment that is suitable to their needs. The home is warm, welcoming, and decorated well throughout. There is space for people to choose where they want to spend their time and during the inspection, we saw people sat in both lounges, their rooms and the dining area. We viewed a selection of bedrooms and saw they are warm, clean and people can personalise them if they wished to. People have their photograph on their bedroom door which helps people with their sense of orientation and belonging. People told us they are happy living at the home. We observed daily cleaning being undertaken by the domestic staff; we found the home to be clean throughout the two days of the inspection. Communal areas were hazard free to ensure people's safety. We saw people can walk around the household as they choose, freely and securely.

Good arrangements are in place to ensure risks to people's health and safety are identified and mitigated. We saw evidence appropriate checks and tests are being undertaken for visitors upon arrival. Call bells are in operation to alert care staff to when individuals need assistance, which are not intrusive. We saw maintenance records which show audits of the environment are conducted to identify and address any problems and servicing and testing of equipment is carried out regularly. Fire doors are closed or if open are on electronic closers linked to the fire alarm system.

Leadership and Management

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 to enable the individual to achieve their personal outcomes. People are supported by trained care staff, safely employed in sufficient numbers. We saw managers carry out all the required checks to vet people before they are employed. Training records show care workers are equipped with the knowledge they need to meet people's outcomes which was confirmed by care staff who told us they received plenty of appropriate training, such as first aid, manual handling and safeguarding, to support the people living at Chirk Court. People we spoke to confirm they get the care and support they require. Care workers and people we spoke with confirm there are enough staff on duty, this was confirmed by records viewed and we saw care staff sitting with people and chatting with people throughout the two days of the inspection. Care staff confirm senior managers take issues seriously. Care workers receive supervision and appraisals in line with regulation, this was confirmed by care staff we spoke with and records we viewed.

Arrangements are in place for the effective oversight of the service, through ongoing quality assurance processes that review standards of care and compliance with regulations and that information and views of people obtained are used for the continued development and improvement of the service. A six-monthly quality assurance review is undertaken in line with regulations which considers the views of people using the service to ensure people are satisfied with the service they receive. We saw the RI undertakes their three-monthly reviews of the service appropriately and produces a detailed report in regards this. We saw senior managers have a comprehensive range of audits in place, such as care plan reviews and medication management, to ensure the home is run effectively and the results of these are reported to the RI who provides a paper for the company's board meetings. There are a range of policies, such as safeguarding and challenging behaviour, in place ensure the service is run safely and as intended.

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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16	The provider has not ensured that personal plans have been reviewed as and when required but at least every three months.	New
15	People's care documentation does not always give staff enough instruction for them to support the individual appropriately and may put the person and others at risk of harm, neglect or abuse.	New

Date Published 01/08/2023