



Inspection Report on

St David's Residential Home

**St. Davids Residential Home
36 East Parade
Rhyl
LL18 3AN**

Date Inspection Completed

05/12/2022

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About St David's Residential Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	St Davids Care Limited
Registered places	52
Language of the service	English
Previous Care Inspectorate Wales inspection	22 October 2020
Does this service provide the Welsh Language active offer?	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 living in St David's Residential Home and their families are happy with the care and support they receive. People feel respected as individuals and their independence is promoted. Care workers demonstrate a good understanding of each person's needs and show a caring approach towards people in the home. Personal plans contain detailed information regarding people's needs and up to date risk assessments are in place.

Staff members feel supported working in the home and receive regular one to one supervision with the manager. The Responsible Individual 'RI' completes regular visits to the service and requests feedback from people, families, and friends to further improve and develop the service. Environmental health and safety checks are reviewed regularly, and all policies are in date.

The environment is clean and warm. People's rooms are personalised with items and furniture from their homes. The garden is well maintained with plenty of seating areas for people to sit out in the summer months.

Well-being

People are treated with dignity and respect. They are supported to make decisions that affect their lives and are listened to. We saw people given a choice as to where they would prefer to eat. People choose from various healthy meal options, and they enjoy the food. We spoke to the chef who knew people's dietary requirements and served them accordingly. We saw themed personalised birthday cakes made by the chef for all residents in the home. People explained that they are offered alternative food options if they express their dislike to the menu of the day. We saw evidence of the chef taking residents' feedback into account when updating the menu, giving people a voice.

We saw that people were given options of various activities within the home and were able to do things to keep healthy, *"rydw i'n hoffi mynd allan am dro, dibynnu ar y tywydd"*, a person told us they enjoy going outdoors for walks. Another person explained they participated in drafting the questions for the home's weekly quiz. We saw people having roles within the home for example, one person lay the dinner table ready for lunch. People are supported to remain in contact with families and friends by having regular visits, going out for the day or contact via the phone.

People receive the right care and support as early as possible. They receive their care in a relaxed atmosphere and in a timely manner. People are supported to access health professionals or other experts such as advocacy services when needed. People feel listened to and can express their views and wishes confidently, *"dwi'n hapus iawn yma, maen nhw'n edrych ar fy ôl i"*, a person told us they are happy and well looked after.

The home provides spacious accommodation and homely communal spaces for people to sit and spend their day. People are encouraged to have their personal belongings on display to provide a homely environment.

Care and Support

Staff are aware of people's preferences, likes and dislikes and respect their wishes regarding their daily routines. Staff show a kind and respectful approach towards people. People have a choice in their daily activities and are supported to keep in touch with their loved ones. People are supported to be as independent as possible enjoying a safe and healthy relationship with family and friends. A person living at the service said *"everyone's lovely. The most important thing for me is having contact with my family"*. Another person explained *"I have a relative who comes in weekly, and I get to do what I like when I like"*. Family members we spoke with told us they are happy with the care in the home. One family member expressed that their relative is *"always happy"* in St David's.

People are encouraged to go out on day trips and have regular activity sessions within the home. We saw a weekly 'St David's Chronicle' newspaper produced in the home with historic information for residents to reminisce. During the inspection we saw a variety of activities arranged for the upcoming week leading up to Christmas. These included a trip to the local pantomime, carol singers coming to the home to perform and an army brass band visiting. We also saw one to one activities arranged such as pamper sessions and art and craft. Up to date risk assessments were in place for all community activities arranged.

People's safety is well maintained. We saw up to date care plans and risk assessments in place for people in the home. People receive support that meets their individual needs and care plans are reviewed, as required, to ensure they are up to date. Relevant daily documentation were seen and completed correctly. We saw timely referrals are made to health services and evidence of people being supported to access a wide range of healthcare professionals. A falls audit is in place to analyse patterns and see whether further preventative actions can be identified. Safeguarding policies are in place and staff receive up to date safeguarding training. Staff we spoke with told us they can access policies and procedures and demonstrated knowledge of these.

Environment

The home is clean and homely and people look relaxed and content. People have various communal areas to sit and relax. We saw people given a choice to stay in their rooms or to socialise with others in the communal areas. Care and support is provided in an environment which promotes people's sense of belonging. A large garden with various seating areas is available for people to sit out when the weather permits. The RI confirmed that numerous windows have been refurbished recently and plans are in place to refurbish the main lounge in the new year.

The task of setting out the dining room table is completed by people living in the home. People expressed how much they enjoy participating and helping out. The tables are set with napkins, table mats and flowers to create a pleasant atmosphere for people to socialise at meal times.

Regular tests are carried out to ensure that the safety of the home is maintained. All health and safety checks are completed and are up to date including water temperature checks, electrical testing, fire drills, gas testing, legionella testing, lift servicing and hoists servicing. All windows have restrictors in place to ensure safety. A maintenance worker is employed in the home and takes responsibility in ensuring all tests are carried out routinely and repairs and ongoing maintenance are completed efficiently.

The home is clean and is free of clutter. We saw an adequate supply of personal protective equipment (PPE) available throughout the home. There is a range of equipment available to meet people's needs including specialist chairs, beds and hoists which are serviced regularly.

The home has a Food Hygiene rating of 5, the highest score possible.

Leadership and Management

The RI has good oversight of the service and demonstrates commitment in driving improvements. We looked at the latest Quality of Care Report during the inspection and saw positive feedback from family members and residents, as well as what action is to be taken to drive improvements and how these will be monitored.

The home is working towards the Active Offer of the Welsh language. Staff members are learning the Welsh Language and bilingual signage and 'quotes of the day' are in place. People we spoke with explained their hobbies include socialising in Welsh with others in the home.

Staff stated they are supported by management and receive regular, formal, one to one supervision. Supervisions enable a two-way discussion to take place around the performance, training needs of staff members and provide support if needed. A training matrix is in place to ensure all staff are up to date with their mandatory training.

Team meetings are held every three months. Staff stated that they benefit from receiving these meetings as their views are taken into consideration. All members of staff we spoke with told us they feel supported by management and feel confident in raising any issues. Staff members explained they have a positive working relationship with the RI.

The provider has robust recruitment processes in place to ensure staff are fit to work with people living at the service. We looked at recent staff rotas that show staffing levels are appropriate and that people receive continuity of care. Care staff show a caring approach towards people in the home.

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
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Date Published 25/01/2023