



Inspection Report on

Trewythen Hall Care Home

**Trewythen Hall Care Home
Vicarage Lane Gresford
Wrexham
LL12 8US**

Date Inspection Completed

13 June 2022

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About Trewythen Hall Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Trewythen Hall Limited
Registered places	33
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection of the service since it was re-registered under the Registration and Inspection of Social Care (Wales) Act 2016
Does this service provide the Welsh Language active offer?	No. This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service.

Summary

People living in the home are very satisfied with the care and support they receive, the food and their surroundings. A new care planning database keeps people's information safe and records activities of daily living as and when they occur. Regular reviews of people's care needs take place involving people and their family and this means all care delivery information is accurate and up to date. Various activities are arranged both inside the home and outside in the community. People are supported to follow their own interests with trips to the library, use of handheld computer tablets, internet television and a delivery of magazines/newspapers. People can expect to have choices about what they eat; their preferences are catered for and views sought daily on what they would like.

The provider of the service has a good insight about how it is operating with weekly visits and a range of audits and surveys completed to obtain views. The service provider seeks ways to improve the service in a way that benefits people living in the home. The accommodation is being renovated so more rooms will have en-suite facilities including wet rooms. Additional shower rooms are also being installed.

Well-being

People have choice and control regarding the care and support they receive at the home. They choose how to spend their day and carry out their daily routines. Care planning documentation records people's preferences and dislikes and we saw this being respected. One person's plan said they like eggs for breakfast, another person's plan said they like porridge; food records showed this is what they had been served for breakfast. We saw people choose to stay in their room while others socialised in the lounge and engaged in activities.

People's physical, mental, and emotional well-being is looked after by care staff who seek professional advice when required. We saw records of appointments with health professionals are made and G. P's and district nurses visit the home when required. Nutritional intake is recorded and people's weight is closely monitored to help ensure corrective measures are taken towards continued wellbeing. People's care and support needs are reviewed every month by senior staff so that any changes can be quickly identified. We saw equipment had been purchased to enhance people's comfort and safety, and some people had brought in their own items of furniture such as a favourite armchair.

People are protected against poor practices, abuse and neglect as staff are trained in the subject of safeguarding and there are policies in place to guide them. Daily meetings between senior staff and care staff provide opportunities to discuss any concerns and share new information about any changes in people's care requirements. The service has arrangements in place to ensure any decisions that restrict a person's liberty are made only in their best interest and with full consideration of the family and local safeguarding authority.

The accommodation has benefited from recent refurbishment; five bedrooms are now ensuite and have been decorated to a high standard. Further work is planned during which other bedrooms will be refurbished and a café situated in the grounds of the home so that people can integrate with others close by in the community. The dining room is well lit with natural sunlight and tables are nicely presented with tablecloths and napkins. A large screened television makes viewing easier for individuals with impaired sight and its internet facility means people can watch films of their choice on demand. The grounds are well maintained and, although not secure, are suitable for the people currently living in the home. The home itself is secure with coded keypads on the entrance door and CCTV in communal corridors.

Care and Support

People have the quality of care and support they need as their personal plans are kept accurate and consider their wishes, preferences, physical, mental and emotional needs. A computerised care planning system is in place, which involves each staff inputting their activities as they complete them on handheld devices. This means care delivery records are always up to date. Senior staff complete risk assessments that consider individual vulnerabilities and risks and put measures in place to protect them. We saw formal care plan reviews are carried out every 6 months and involve the person and their family, all of whom sign the document to confirm their agreement. Senior care staff also complete monthly reviews to ensure records of required care and support are kept accurate and up to date. Care plans provide direction for staff on how to support individuals and the staff daily notes record how this has been achieved. A 'This is me' section of the planning documentation offers a more personal account of people's history, their interests and what is important to them. Although translation of documents could be arranged should people prefer, the service does not currently provide an active offer of the Welsh language; we saw documents, policies and information is provided in English only at this time.

Activities records showed people are supported to walk around the grounds of the home; some have helped plant vegetables in the garden and enjoyed trips out to local attractions. Where people do not want to leave their room, the activities co-ordinator calls in to their room for a chat about the person's interests; one person enjoys talking about farming and watching film clips on the computer tablet. The activities co-ordinator told us they have worked at the home for many years and find their role rewarding. People told us about the service *'it's very good on the whole'* and *'the food is very good'*. We saw care staff are attentive and familiar with the people they support; some have worked there for more than twenty years. We saw them engage with people with kindness and patience. We read compliments passed on from relatives about the care provided to their family.

People's physical, mental, and emotional well-being is looked after by care staff who seek professional advice when required. We saw records of appointments with health professionals, and G. P's and district nurses visit the home when required. Nutritional intake is recorded, and people's weight is closely monitored to help ensure swift identification of any issues; we saw how supportive measures are taken with fortified drinks and a review of dietary needs. Equipment had been purchased to enhance people's comfort and safety, and some people had brought in their own items of furniture such as a favourite reclining armchair.

The service promotes practices to manage the risk of infection. Measures are taken to reduce the risk of Coronavirus and staff wear face masks. We saw personal protective equipment (PPE) being used by staff in their work.

Environment

The service provides an environment with sufficient space for people to move around freely and make choices about where they want to spend their day. A homely lounge provides sofas and armchairs. We saw people in the lounge taking part in Bingo, the numbers being called out and displayed on the large television screen. The television is connected to the internet and people can watch films of their choice and download programmes of their interest. Virtual assistant technology allows people to listen to music of their choice on demand. The home has a computer tablet people can use in their rooms to follow their interests or arrange family meetings. There are clocks which include the day of the week and date to help people's memory. The service does not currently provide an active offer of the Welsh language; we saw few references to the Welsh language around the home, most signage being in English only.

Everyone has their own bedroom and there are en-suite facilities in some. There are currently two showers and an assisted bath, and two more shower rooms are in the process of being built. The home is in the process of extensive refurbishment including that of five en suite bedrooms, two of which have en-suite wet rooms. These rooms have been decorated to a high standard and current residents will benefit from these as they have the option to move into them when completed. Further bedrooms are to be renovated and there are plans to provide a café to encourage community involvement. We saw the kitchen is clean and well organised with food correctly stored and records kept. The Food Standards Agency has recently awarded the kitchen a rating of 5 which is the best it can be.

The grounds are well maintained and, although not totally secure, are suitable for the people who currently live in the home. There is plenty of garden furniture and we saw photographs of people enjoying the sunshine and various celebrations and get togethers outside. We spoke with residents who said they *'love the surroundings and outlook'*. Most rooms provide an uplifting view of the gardens and the large windows allow for lots of natural daylight.

The service provider has measures in place to identify and mitigate risks and maintain important facilities and equipment. We saw risk assessments for the home and individuals. Incidents of falls are monitored and evaluated to identify themes and make risk management more effective. Equipment such as pressure mats alert staff when people are getting out of bed so they can act swiftly to prevent falls. Records show maintenance and safety checks are completed for water, fire equipment, electrical appliances and electricity installation. Staff have received training to enhance safety such as fire safety, first aid, food hygiene, health and safety and moving and handling. Equipment is stored away from areas frequently used by people, leaving corridors free from obstacles.

Leadership and Management

The provider has governance arrangements in place to help ensure the service is effective and the responsible individual has good oversight. The manager has a program of audits she completes monthly to check practices reflect written policy and procedures. The responsible individual visits the home on a weekly basis and it is clear from notes of those meetings, any issues identified by the manager in her audits are discussed and actions proposed. Surveys are completed to ascertain people's satisfaction with the service they receive and a report of conclusions drawn and actions for further improvement is produced. The responsible individual completed a 'Quality of Care Review' in March 2022 and a subsequent report shows what the service is doing well and which areas could be improved.

The manager has a range of policies and procedures in place to help instruct staff and keep residents safe. Their regular presence at the home allows plenty of opportunity for staff to discuss any issues. We spoke with staff who confirmed they feel comfortable in expressing their views and concerns. Staff told us they enjoy working at the home and the length of service of some staff is testament to this.

People are supported by a service that provides appropriate numbers of staff who are suitably fit and have the knowledge to provide the care and support required. Staff records show safe recruitment procedures are in place and people are properly vetted before employment. Training includes a range of relevant topics and more is being sought in subjects such as person-centred care. Staff receive support from their manager, with regular opportunities to meet and discuss practice. The manager receives similar support from the services operations manager. We saw there are sufficient staff on duty to meet the needs of people living in the home, to cook, to clean and to care for people. We spoke with some people living in the home who praised the staff for being caring and attentive although, regarding the increased use of agency staff one person felt *'some staff don't know you as well as others. More continuity would be better'*. While we spoke with three staff who have been at the home for over 20 years, some have left the service during the recent coronavirus pandemic and the service is currently recruiting.

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
N/A	No non-compliance of this type was identified at this inspection	N/A

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