



Inspection Report on

Zoar Care Home

**Zoar Residential Home
Marian Street
Tonypandy
CF40 2DL**

Date Inspection Completed

15/12/2022

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About Zoar Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Accurocare Zoar Care Home Limited
Registered places	30
Language of the service	English
Previous Care Inspectorate Wales inspection	23 November 2021
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

Zoar Care Home provides a good standard of care and support to people living there. Care documentation is developed using a person-centred approach and is clear and concise, providing care workers with instructions on the best ways of supporting people they care for. Risks to people's health and safety are also considered with documented strategies for keeping people safe. Care workers appear to know the people they support well and treat them with dignity and respect. The responsible individual (RI) has good oversight of the service and is up to date with all their specific duties, including visits and quality of care reviews. Policies and procedures are up to date, containing information which helps to underpin safe practice. Care workers have access to a range of core and specialist training equipping them with skills necessary for providing good quality care. At the last inspection an area for improvement was identified regarding staff supervision and appraisal. At this inspection we did not see any evidence improvements have been made in this area.

Well-being

People's well-being is enhanced by a clean, comfortable environment. Routine checks and maintenance ensures the environment, equipment, and facilities are safe to use. Specialist equipment is available to assist people with mobility needs. Communal areas are pleasant, and provide a space where people can socialise, relax, or participate in activities. People's rooms are of a suitable size and contain items which are important to them, including photographs and keepsakes.

People are protected from harm and abuse. There is a safeguarding policy containing clear information aligned with the most recent statutory guidance. Care workers receive safeguarding training where they learn to spot the signs of abuse and neglect and report concerns. Care workers we spoke with told us they feel confident in applying safeguarding procedures if they needed to do so.

People are supported to be as healthy as they can be. Access to a range of social and health care professionals helps people maintain optimum health. People's overall health is monitored, and any concerns are reported to the relevant professional. Standards of hygiene and cleanliness within the home are good, this reduces the risk of cross contamination. There is a good choice of nutritious meals on offer and other options available for people with special dietary requirements. Medication is stored and administered in line with best practice guidance.

An established team of care workers treat people with dignity and respect. We observed positive interactions between care workers and people throughout the time we spent at Zoar Care Home. Positive feedback from people and their representatives suggests care workers have a warm, friendly approach. At present there are no Welsh speaking people living at the home. However, a number of care workers speak Welsh and information about the service is available in Welsh if requested.

Care and Support

People are positive about the service they receive and report having good relationships with care workers. We observed positive interactions between care workers and people throughout the time we spent inspecting Zoar care Home. We saw care and support being delivered in a dignified friendly manner. Staff turnover at the home is low. This means people living there receive good continuity of care. It was clear from our observations care workers know the people they support well and are aware of their routines and preferences. People we spoke to were consistent in providing positive feedback regarding care workers. One person said, "*The staff are alright. I get on with them. They help me*". Another person told us "*I have no complaints. It's great here*". At the time of inspection activities were being facilitated by care workers as there was no activities coordinator in post. We were told by the management team the service was actively looking to recruit an activities coordinator but were finding it difficult to identify a suitable candidate for the role. People told us the food served at the home is of a good standard. We looked at menus and saw there is a good selection of nutritious foods provided and people with special dietary requirements are catered for. We observed people having lunch and saw adequate levels of staff available to support those who require help at mealtimes.

People's personal plans are devised using a person-centred approach. This means care and support is tailored to people's individual set of needs. The service uses an electronic system to document people's personal plans. This is a live system so any changes to plans are communicated instantly to care workers. We looked at several personal plans and found they contain a good level of information which sets out the best ways of supporting people to achieve their personal outcomes. Risk assessments contain detailed information highlighting people's vulnerabilities and strategies for keeping people safe. We saw care documentation is reviewed on a monthly basis to ensure information recorded is current. Care workers told us personal plans are easy to follow and the electronic system used helps them provide good quality care and support.

People are supported to be as healthy as they can be by getting the right care at the right time. The service uses a range of tools such as food and fluid, weight, and body mapping charts to monitor people's overall health. These are filled in routinely to identify any deterioration and care workers act accordingly. Information recorded in personal plans shows people have access to healthcare professionals including GP's, District Nurses, and Dentists. Records of appointments and other medical correspondence is also recorded. Support is available for those with medication needs. All medication is stored in a dedicated medication room in line with best practice guidance. There is a medication policy and care workers receive relevant training. Routine audits are conducted to identify and action any errors. Medication recording charts we viewed indicated people receive medication as prescribed.

Environment

Zoar Care Home is located in the village of Clydach, Rhondda. The home is a converted chapel which is registered with Care Inspectorate Wales to accommodate up to thirty people. The current provider ‘Accurocare’ acquired the home in May 2021 and has invested heavily in making environmental improvements. The environment appears to be comfortable, clean, and safe. It is set over four floors with lift access to the upper floors for people with poor mobility. Domestic workers are employed daily to ensure good standards of cleanliness and hygiene are maintained. There are a number of communal bathrooms with specialist equipment available for those who need it. Communal areas such as lounges, and the dining room are suitably furnished and decorated. People’s rooms are personalised with their possessions creating a feeling of belonging. Areas of the home which could pose a risk are secured from unauthorised access and substances hazardous to health are stored appropriately. The home is secure from unauthorised access with visitors required to sign in and out. There is a garden to the rear of the building which can be utilised by people if they wish to do so.

The home, its facilities and equipment are subject to an ongoing programme of checks, servicing, and repair. This is to ensure risks to people’s health and safety are mitigated and everything is in good working order and safe to use. We saw documented evidence suggesting qualified trades people attend the service regularly to maintain the homes utilities, equipment, and fire safety features. We did not identify any obvious environmental hazards during our inspection.

Leadership and Management

Care workers are happy working for the service and are trained to meet the needs of the people they support. The majority of training is delivered face to face by a training officer employed by the provider. Care workers we spoke to provided positive feedback in relation to training and development opportunities offered by the service. One care worker said, “*It was difficult through Covid but it's all good now. There's always plenty of training to do*”. We examined records relating to training and found the service offers a range of core and specialist training and most care workers are up to date with their training requirements. We saw evidence of good lines of communication between team members. Regular team meetings are held, and handovers are completed at the beginning of each shift so that relevant information can be shared. Care workers said they enjoy working at the service and feel supported and valued. Written records relating to supervision and appraisal do not reflect the comments we received and show care workers are not receiving the recommended level of formal support. As this was identified as an area for improvement at the last inspection, we have now issued a priority action notice. We would expect the provider to take immediate action to address the matter.

The service operates a safe recruitment process to ensure all employees are suitable to work in the care sector. Personnel files viewed contain the necessary pre-employment checks including references from previous employers and Disclosure and Barring Service checks. New employees complete a structured induction and shadow experienced team members before they are deemed competent. All care workers at the service are registered with Social Care Wales. This means they have demonstrated they have the relevant skills and knowledge required to work in social care.

Arrangements for governance and quality assurance help the service develop. The RI appears to have good oversight of the home and regularly visits to discuss service provision with people and care workers. Quality of care reviews are completed periodically and highlight what the service does well and any areas where it can improve. We looked at a cross section of the service’s policies and procedures and found they contain information aligned with current statutory and best practice guidance. They offer clear information for care workers to follow, for example, explaining the safeguarding process and how to report concerns. Other written information we viewed included the statement of purpose and user guide. We found the statement of purpose contained information that is reflective of the service provided. However, the user guide is lacking in detail and does not contain all of the required information. We informed the management team this is an area for improvement which we will review at our next inspection.

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
36	The registered person is not compliant with 36 (2) (c) because care staff are not receiving regular supervision in line with the supervision policy.	Not Achieved

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

19	The provider is not compliant with regulation 19(3) because the user guide does not detail the complaints procedure or information relating to the availability of advocacy services	New
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