



Inspection Report on

Elm Lodge

**Elm Lodge
The Parade
Carmarthen
SA31 1LZ**

Date Inspection Completed

20/05/2022

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About Elm Lodge

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Integra Community Living Options Limited
Registered places	7
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	Yes. 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 are supported by knowledgeable and experienced staff who are respectful and work in a person-centred approach.

Staff ensure people have their views and wishes listened to and acted upon. The provider seeks to continually review and make improvements to the service. People living and working at the service feel respected and valued.

People are encouraged to reach their potential and increase their self-esteem and independence and their wellbeing is promoted.

Care staff are trained and in sufficient numbers to undertake their role. Management and the Responsible Individual (RI) are supportive and approachable and play an active role in the service.

There are robust audit and maintenance systems in place to ensure risks to people's health and safety are identified and addressed in a timely manner.

Well-being

People are respected as individuals and are supported by staff who they know well and who understand their needs. Regular audits are undertaken to ensure people are supported in a safe environment. Personal and sensitive information is securely stored, and this ensures each person's confidentiality is protected.

Robust care plans and risk assessments ensure people have the opportunity to develop their potential and work towards living independently whilst their safety is maintained. People are involved in setting and reviewing their goals and are given choice and control over their lives. Staff are committed to support and enable people to achieve their desired outcomes at a pace that suits them.

People are encouraged to be healthy and have access to specialist services and support as and when they require. External agencies and professionals within the service itself ensure their health and well being is promoted.

Meaningful communal activities are provided to help people develop their self-esteem and social skills in a home environment to reduce the risk of future social isolation. Whilst group activities are encouraged people's choice is respected and they may choose not to participate. One relative told us *"He has his own room but knows he can go downstairs and there will be someone around"*.

People are encouraged to have their voice heard and to participate in forums to review, improve and develop the service according to their needs. Prior to any new people moving into the service thorough assessments are undertaken to ensure that their needs can be met and that they are compatible with the others using the service.

Care and Support

People are happy with the support they receive. We saw relaxed and natural interactions between care staff and those they support. One person using the service stated, *"It's good, everything is really good, I have everything I need"*. A relative told us *"I'm very pleased, he's doing really well."*

Individual care records are detailed and person centred. There are clear short/long term goals that people are supported to achieve. Many of the people using the service have successfully regained their independence and achieved their goals and moved to either live independently or have returned to live with a family member. One staff member told us, *"It's working well, the support we give people"*. A relative said *"His independence has improved since being there."* It is evident that people are very involved in creating and reviewing their care plans on a regular basis. Key workers also meet with individuals on a weekly basis to review their progress. We saw some minor discrepancies in care records looked at, the manager agreed to amend these.

Records show that Health and Social care professionals are involved in the care planning for individuals regularly and/or when required. One Health professional commented on the good communication and positive working relationship he has with the manager.

People using the service are invited to quarterly meetings to have the opportunity to have their wishes and concerns heard. A new initiative, 'Your voice counts' forum has recently been introduced as part of monitoring, reviewing and improving the quality of care and support provided by the service. People are able to choose what they would like to do and activities of their choice are organised as a result of communal meetings with a 'You said, we did' action plan. People have the opportunity to spend time with others living at the service or choose to spend time on their own following their own interests. During the visit one person was leaving to undertake voluntary work in the community. Training, employment and volunteering opportunities are discussed through goal planning and arranged in line with people's wishes and aspirations.

People are kept safe and risks are minimised by regular individual risk assessments being undertaken whilst also promoting independence. Robust multi agency planning and risk assessments allow people to spend time away from the setting staying with family or friends.

We saw Personal Protective Equipment being used to minimise the risk of infection. All visitors are required to show a negative Covid test result before being allowed into the building and temperatures are also checked.

Environment

People are supported in a comfortable and homely environment which enables them to achieve their outcomes and promotes their independence. The home is clean and well maintained. People using the service use a rota to undertake cleaning duties as part of developing their independent living skills. The management team undertake regular audits and any repairs required are reported to the company and addressed straight away. The manager told us, *"It's easy to get work done, I only have to phone and it will get done"*.

People living, working and visiting the service can be assured that regular health and safety checks are undertaken to promote safety and minimise risks. A thorough Health and Safety Audit was recently undertaken by an external company. The report suggested improving the external front area as the uneven slabs present a tripping hazard. A handrail was also recommended for the entrance steps. The audit found all risk assessments are in place and are being carried out but advised to review these on a more regular basis.

Fire alarms and emergency lighting are regularly checked and Personal Emergency and Evacuation plans (PEEPS) are in place. Gas and electrical appliances are also regularly tested and serviced.

Communal areas are spacious and suitably furnished and individuals are able to decorate their rooms as they want. Welcome packs are given to new people moving in and we saw one in a vacant room with some chocolate, toiletries and a towel in a welcome box. There is a communal bathroom on the first floor with a bath for anyone who prefers to bathe rather than shower.

Staff working and living at the service are working to improve and maintain the outside area, the patios, borders and generally sprucing it up. Raised beds are used by people to grow vegetables. There is also a barbeque built by an individual living at the service and a smoking shelter for those who smoke.

Infection control procedures are in place and staff use all necessary personal protective equipment. People are safe from unauthorised visitors entering the building, all visitors have to ring the front doorbell before gaining entry and record their arrival in the visitor's book when entering.

Leadership and Management

The RI and Management team have good oversight of the home. Clear quarterly reports show that the provider ensures people are happy with the care and support they receive and continually seek ways to improve. Documentation shows that the RI is actively involved in the service.

A robust recruitment and induction system is implemented and the staff files looked had the correct documentation in place. Staff training is up to date and the computerised system used has a mechanism that prevents staff being entered on to the rota if their training is out of date. Training includes e-learning and completion of the All Wales Social Care Framework. Additional training is provided where identified due to individual's specific needs. One staff member told us, *"The training is fantastic, really interesting it's good to know about other things we may not need everyday such as diabetes"*.

Staff feel supported and equipped to undertake their role and said they are regularly supervised. The supervision record was not available at the time of the inspection due to a change in manager, this will be checked at the next inspection. Support staff also feel appreciated by management, one person told us, *"It's nice to have a boss that says thank you, it's the best job I've had"*. Staff meetings also occur monthly and staff feel happy to raise any concerns or issues.

Care staff are aware of the policies and procedures to follow if they believe a person is at risk of harm and are confident to report any such concerns through the correct channels.

The manager also feels supported in her role and the area manager and RI visit the services frequently. A staff member described the manager as *"very caring and person centred"*.

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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