

Inspection Report on

Pen Y Bont Court

Pen Y Bont Court Nursing Home Ewenny Road Ewenny Bridgend CF35 5AW

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed 9 March 2022

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About Pen Y Bont Court

Type of care provided	Care Home Service
	Adults With Nursing
Registered Provider	Pen-Y-Bont Court Ltd
Registered places	43
Language of the service	Both
Previous Care Inspectorate Wales inspection	21/01/2020
Does this service provide the Welsh Language active offer?	The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People living at Pen y Bont Court receive a good standard of care from nurses and care workers. They are supported by a team of dedicated care workers and nurses who know them well. People are treated with compassion and kindness. Care staff are well-trained and supported by a well-established and dedicated management team. The pre-admission process assesses and considers their care and support needs, compatibility and if the service can meet their needs. People have accurate and up-to-date personal plans that detail their individual care needs. Mealtime experiences are positive. People are able to positively occupy their time and maintain contact with family. Safe recruitment checks are completed and care staff complete an induction, access training and receive supervision. Policies and procedures maintain the safety and well-being of people who live at the service. The management team are committed to the ongoing development and improvement of the service. The responsible individual (RI) has an oversight of the service and quality monitoring audits are completed.

Well-being

People have a voice and are treated with dignity and respect. Individual dietary needs are met and meals are healthy and nutritious. Personal plans are person centred, detailed and clear to follow. Information regarding how people's physical, emotional, mental health and well-being needs are met are contained within their care files. Equipment such as a call bell system is available and this enables people to get the care they need at the right time. People have access to various health and social care services.

The service has measures in place to keep people safe. The home is secure from unauthorised visitors. Infection control protocols are followed including measures for COVID 19. Care staff are vetted, trained and supported to do their jobs. They have received safeguarding training and there is a safeguarding policy to refer to if needed. Incidents and accidents are logged, and appropriate referrals to other health professionals to provide holistic care and support to people are made.

People are supported to maintain relationships. Nurses and care workers have good relationships with people and know how to support them well. The service encourages people to keep in contact with families and friends, relatives spoken with are complimentary about this. People participate in activities they enjoy and have things to look forward to.

People live in suitable accommodation, which supports and encourages their well-being. Rooms contain personalised items of choice. They are suitably furnished and have facilities, which encourage independence whilst maintaining safety. The environment is safe, free from hazards and well maintained. Safety checks are completed when required and there is a fire risk assessment in place. Alarm testing and fire drills take place regularly and people have personal evacuation plans in place.

Care and Support

People benefit from a good standard of care and support. A person centred approach to care planning ensures people are central to the care and support they receive. The service's pre-admission process and documentation considers individuals' compatibility, the potential impact upon others residing at the home and if their needs can be met. We examined people's electronic care files and saw they provided up to date clear information on the individual's needs. Personal plans in place covered areas such as personal care, diet and nutrition, communication, behaviour and mobility. We found detailed risk assessments are completed. Staff and individuals receive support from the provider's behaviour analyst and manual handling advisers. There is a choice of food available and on the day we visited the meals looked appetising. People's weight is monitored, and food and fluid intake is recorded. A care manager told us "I have no concerns about the care at Pen Y Bont Court".

People experience warmth and kindness. We saw nurses and care workers treat people as individuals. They are very attentive and respond to people's different needs with appropriate levels of prompting and support. People look relaxed and comfortable in the presence of staff. Staff speak in a friendly, caring and respectful way and people respond positively. Relatives told us "It's fantastic care", "He gets love, care and attention, it's the care I want to give him at home" and "they are marvellous". We spoke to people living in the home who told us "I am happy here", "staff are very nice" and "can't fault them".

Medication is well managed in the service. There are clear systems in place for the safe management of medication. Medication administration records (MAR) were accurate and appropriately signed. All staff administering medication are trained and senior staff carry out regular checks. The medication room is very well organised and locked when not in use. Daily room and fridge temperature checks are completed and regular medication audits are undertaken. Nurses and care workers know the people they support well and are able to identify any deterioration in their health and seek support in a timely way. There is a medication policy in place which includes guidance on the administration of 'as required' medication (PRN). Care workers monitor the effects of each PRN administration to determine if the medication is having its desired effect.

The service takes all reasonable steps to identify and prevent the possibility of abuse. Staff recognise their personal responsibilities in keeping people safe and told us they would report any issues of concern. They are aware of the whistleblowing procedure, and said they felt confident approaching the manager if they needed to. Care workers told us they had undertaken training in safeguarding and there is a current safeguarding policy for all staff to access and follow.

Environment

Pen y Bont Court is clean, spacious, well maintained and homely. All bedrooms have ensuite facilities and we saw they are personalised to individual tastes. They contain personal belongings and photos of loved ones. Communal bathrooms are spacious and contain the necessary equipment for supporting people as required to ensure their dignity is maintained. The kitchen and laundry facilities are suitable for the size of the home. We saw that there were a number of communal areas on both floors of the service providing adequate space for residents to engage with each other, take part in activities and meet with visiting relatives and friends. The home is set over two levels and split into four areas, which adds to the homely feel and sense of belonging for people. There are ongoing refurbishment plans; the development of a sensory room and several bedrooms are due to be redecorated.

People benefit from the service's commitment to ensuring safe practice. Substances hazardous to health are stored securely. We looked at the maintenance file in the service and saw that appropriate maintenance audits are carried out routinely in the home. This ensures compliance with environmental checks which include window checks, manual handling equipment and emergency lighting. Every person living at the home has a personal emergency evacuation plan specific to their support needs and staff undertake routine fire drills.

The service maintains good standards of hygiene and infection control. All staff follow Public Health Wales (PHW) current guidelines, and appropriate personal protective equipment (PPE) was being used throughout the home during the inspection. Indoor visitors take Covid-19 lateral flow device (LFD) tests prior to or on arrival. Effective daily cleaning schedules are in place and all parts of the home are clean, tidy and well organised. A staff member checks visitor's body temperature before allowing them further into the building.

Leadership and Management

Arrangements are in place for the effective oversight of the service through ongoing quality assurance processes. We viewed documents relating to the service's quality assurance processes, which are completed in a timely manner. The RI reports cover a range of operational matters and identify areas where improvements are required. We found family and professionals give positive feedback about the care provided. The manager appropriately notifies relevant regulatory bodies and statutory agencies when there are concerns or significant events that might affect the well-being of individuals receiving care. Quality audits and checks are in place to ensure the service continues to meet people's needs. We saw that there are robust company policies and procedures for staff to follow. We looked at a selection of policies: admissions, complaints, infection control, medication and safeguarding, and found them to be up to date.

The vision, values and purpose of the service are clear and actively implemented. The statement of purpose and service users guide accurately describe the current arrangements in place regarding the service's accommodation, referral and admission process. The statement of purpose also includes details of the service's supervision and training arrangements for care staff. The service offers various formal and informal opportunities for people and their representatives, to ask questions and give feedback.

There are appropriate numbers of suitably fit and qualified care staff available and they receive supervision and training. The staff rota shows there are generally sufficient staffing levels and individuals receive care and support in accordance with their identified needs. There are a number of current care staff vacancies; the provider is actively trying to recruit. The staff training record shows staff have access to a variety of core training opportunities and care staff told us they were happy with the training quality and frequency. Nurses and care staff speak positively about the regular formal and informal supervision support they receive from the management team. A safe recruitment process ensures care workers are suitable to work with vulnerable adults. The human resources (HR) department confirm that the staff recruitment process meets all regulatory requirements and that staff have valid disclosure and barring service checks (DBS). New care staff receive an induction in line with Social Care Wales's requirements.