



Inspection Report on

Carr Holm

**Carr Holm
41 Bastion Road
Prestatyn
LL19 7ND**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

8 June 2021

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About Carr Holm

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Moore & Moore Care Ltd
Registered places	20
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection of this service under the registered provider, Moore & Moore Care Ltd.
Does this service provide the Welsh Language active offer?	Working towards it.

Summary

Carr Holm provides care and support in a warm and friendly environment. The premises are safe and accessible, and well maintained, offering a homely environment.

Staff know people well, interact in a kind and caring manner and provide support when and how people like it. Care files detail how people like their individual needs met. Activities at the service are regular and varied to ensure people's physical and emotional well-being. People are kept safe through good safety measures, including infection control.

There is sufficient management oversight of the service. The Responsible Individual visits as required and talks to people who live in the home and staff to obtain feedback about the service. Staff feel supported by the manager and receive supervision. There is training in place to support staff development and help them carry out their work safely and effectively.

Well-being

People are well supported to have control over day to day life. Their care and support plans detail their individual needs and preferences. People can choose when they would like to get up and where they spend their time. People can voice their opinions on matters such as food menus and activities as the chef and the manager regularly take time to talk to people about their preferences.

People's physical and mental health are promoted. There are regular activities, which people can choose to join in with and make suggestions as to what they would like to do. People live in a well-cared for environment. Ways of improving the environment are identified and acted upon. Living in a well maintained environment contributes to people's well-being.

People's risk of harm or abuse is well managed. Staff receive regular training and updates on safeguarding, and there is an up to date policy that is easily accessible. Staff understand their responsibilities to report any concerns. Everyone has a personal emergency evacuation plan (PEEP). Other risks identified have a risk plan to mitigate and reduce them. There are good systems in place to manage infection control, which has kept people safe through the Covid 19 pandemic. People we spoke with told us they feel safe in Carr Holm.

People have, and are supported to maintain, good relationships with others. During the Covid 19 pandemic people have been supported via a range of means to keep in contact with those who are important to them. We saw people have good relationships with staff and with each other.

Care and Support

People receive care and support that meets their individual needs. People's needs are assessed and planned for before they arrive at the service. Personal plans are thorough and demonstrate people's individual preferences are known and understood. We saw care and support plans had been reviewed, as required, to ensure they are up to date. People told us they are happy with their care, and the support staff are kind.

People receive good support from friendly and respectful staff. We observed people receive support as described in their care plans. It is clear that people can follow their own routines. Staff are kind and respectful and provide care in a relaxed manner. People told us they like the food and are regularly offered drinks and snacks.

People have access to a range of healthcare support. We saw from notes people are supported to access a wide range of healthcare professionals, including GP's, nurse practitioners and community psychiatric nurses as needed. A visiting healthcare professional told us '*Carr Holm are always prompt to request district nurse input when required and are always pro-active when given advice and support*'. A range of activities to support people's mental well-being, for example, quizzes, jigsaws, armchair exercise, bingo and entertainers are provided. People receive the medication they require. Staff competency is checked before they can administer medication and the manager maintains oversight of their practice.

People's safety is well maintained. The service has strong systems in place to ensure people are safeguarded from abuse, through regular training and easily accessible policies. Infection control systems are good, and there is a wide range of measures in use to ensure people are safe from Covid 19. This includes testing visitors to the home, as well as good use of personal protective equipment (PPE) by staff and visitors. Staff and visitors sign a declaration weekly to say they know the current guidelines and they are following them.

Environment

The service provides people with care and support in a spacious environment. Facilities and equipment promote personal outcomes effectively. It is accessible and safe with appropriate security measures in place. The general environment is warm, welcoming and clean. Redecoration and refurbishment in some areas has taken place, and work is carried out as required. People are able to choose where to spend their time, be it in their own personalised rooms, the lounge or other quiet areas. Equipment to support people with their needs is well maintained, in line with current legislation.

Health and safety of the home is well managed. The fire risk assessment was reviewed by an independent suitably qualified person in June 2021. This has identified areas that need improvement and the service are currently identifying who can carry that work out as soon as possible. Regular fire systems checks are carried out. The home has a Food Hygiene rating of 5, the highest score possible.

Leadership and Management

People can be confident that the service has systems in place to monitor the smooth operation of the service, although these should be enhanced. The RI conducts three monthly visits and speaks with people who live in the home and staff. They have regular contact with the manager. However, there is a lack of documentation to evidence the managerial oversight. The manager and RI told us they will address this. A quality of care report has been completed as required, but needs more detail to show how the quality of service will be subject to continual analysis and improvement.

People are supported by a stable staff team who have the appropriate knowledge and skills. The service ensures that staff training is up to date, and where some have lapsed, due to the Covid 19 pandemic, are working to rectify this. The staff turnover is very low, and this provides people with consistent care from staff who know them well. The service ensures that Disclosure and Barring Service (DBS) certificates are checked every three years, as required. Staff receive regular supervision which ensures they feel supported. Staff told us they feel well supported by the manager and feel they all work well as a team.

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

None	
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Areas where improvement is required

None	
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