



Inspection Report on

Chaseley House Residential home

**Chaseley House
26 Whitehall Road Rhos On Sea
Colwyn Bay
LL28 4HW**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

17/02/2023

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About Chaseley House Residential home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Tender Loving Care Limited
Registered places	15
Language of the service	Both
Previous Care Inspectorate Wales inspection	This is the services first inspection since registering with CIW
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

People are treated with warmth and affection. Care workers are attentive towards people and care records show what people require help with and what they can do for themselves. The home is clean and homely and set in its own grounds. People are encouraged and supported to make their own decisions and choices in regards the lives they lead. Maintenance systems are in place to ensure risks to people's health and safety are identified and addressed in a timely manner. Care workers are trained to undertake their role and meet the needs of people. People said they are happy living in the home and spoke positively about the food.

The manager and Responsible Individual (RI) are frequently present in the home which ensures they have a good oversight of the service. Regular audits of the service help ensure staff and residents are satisfied and any immediate areas of concern are addressed. The provider has made significant investment in refurbishing the service.

Well-being

People's physical, mental health and emotional well-being is promoted and maintained. People using the service experience warmth in their interactions with staff. We observed care staff approach people in an affectionate and friendly manner. Everyone we spoke with commented on the friendliness of all the staff and their cheerful manner. One person stated, "*They always tell me to ring the bell or ask for anything that I want*". People's personal plans are reviewed monthly so staff are always aware of any changes in people's needs.

People have choice and influence in how they live their lives. This is because there are no set routines. When we spoke with people using the service it was evident that any routines are a result of individual choice and not to assist the running of the home. One person confirmed "*I more or less choose when I want to get up and go to bed*" and another person said, "*I am left to my own devices and I like it that way, they know it is important to me to not take my independence away*". Meals are balanced and adequately portioned, and people can choose to have something different from what is on the menu.

The service is clean, homely and maintenance work is completed to ensure people live in a well-maintained environment. Furniture is comfortable and rooms are personalised with each person's own belongings, pictures, and other items they enjoy. The environment is equipped to help people with their mobility and provides a space that is clean, warm, light, and spacious. The provider ensures the building, specialist equipment, and outside areas are secure as well as being maintained. There is a refurbishment programme in place and investment in upgrading building is ongoing.

People are protected from harm as there are systems and processes in place to safeguard them. When we spoke with staff, they were aware of their responsibilities to protect people from harm and abuse. We observed staff approach people in a warm, supportive, and friendly manner. We heard staff using respectful tone and language when talking with people and discussing their care. People using the service confirmed staff are always caring towards them and one person said, "*I feel safe here*". Staff received training in safeguarding.

Care and Support

People experience appropriate, responsive care from staff who have an up-to-date understanding of their individual needs and preferences. Care staff follow personalised plans for people's care needs. The manager uses information gathered from a variety of sources to write personal plans which include people's needs, preferences, likes and dislikes, and clear instruction for staff on how to meet these. Appropriate risk assessments are in place where required and are linked to relevant personal plans. Staff know people's care requirements well. Personal plans are reviewed every three months or updated as the person's needs change.

People are supported with their health care needs, their wellbeing is monitored and have access to medical support. Support is requested from health and social care professionals when people's needs change. People told us they receive very good care and are involved in decisions that affect them. We observed people share good relationships with staff, and this was confirmed by people using the service. One person commented "*The staff are extremely caring*". People told us their care needs are discussed with them regularly and their individual needs and preferences are being met. People we spoke with described their personal care needs and we saw that this was reflected in care records. People told us they appreciate being able to continue doing things for themselves with assistance available where this was needed. When looking at records we saw people's medication was being given as prescribed.

People benefit from a nutritious diet. We looked at the menu and meals are nutritious and varied. We saw the food looks and smells appetising and is well presented with good portion sizes. People told us they enjoyed their meals and requests for an alternative meal to the planned menu are always accommodated. One person said, "*The cook knows that there are some things that I do not like, so they do not offer me those things*" and another person said, "*The food they bring me is beautiful and the service is great*". We heard people praise the meal they had just eaten. We saw that people chose to eat their lunch wherever they were most comfortable to do so. Records showed that people's weight and diet is monitored.

Environment

The home is welcoming, comfortable, homely, and personalised. Since the new providers have purchased the service a considerable amount of investment has been made in refurbishing the environment. Bathrooms have been refurbished and all bedrooms are now en-suite. People can personalise their rooms with their own pictures, ornaments, and memorabilia. The environment is fresh and clean, and people commented on the cleanliness of the home. One person said “*I have a bright cheery room*” and another said, “*I love my room, it is very bright and newly decorated*”. There are areas within the home where people can socialise or spend quiet time relaxing. People have the choice of two communal lounges to use, one being a quieter area. People can entertain their guests either in the communal areas or in the privacy and comfort of their own rooms.

People are cared for in a safe and secure environment. People can be confident the premises and equipment are safe as servicing of appliances and equipment is kept up to date. We found evidence of this in the sample of records we looked at. This included maintenance of the fire safety, manual handling equipment, and electrical installations. We were unable to enter the building without ringing the bell. We were asked for proof of identity and requested to sign our name and our time of arrival and departure in the visitor's book. People's confidential information is kept securely. Staff receive training in fire safety to ensure they responded appropriately in the event of a fire. The service is set in its own grounds which are grassed and have flower beds. A small patio area is available which people can access on their own or with staff if they wished to. There is a floor sensor mat in each bedroom that is activated if required, ensuring the safety of people at risk of falls. However, prior to making the decision to use the floor sensor mat, the manager should ensure it is in the person's best interest by arranging an assessment of their need and they have been assessed under the deprivation of liberty safeguards.

Leadership and Management

There are governance arrangements in place to ensure the smooth running of the service. Chaseley House is a family run business, the RI takes an active role in the management of the home alongside the registered manager. Both have their designated roles, with the RI retaining management oversight of the service. One person stated, "*The staff are very friendly, and the family (owners) are always around to see how you are and want to make everything right for you*". Records show audits are undertaken as required in regards to areas such as well-being, care and support and environment. People told us they knew how to raise a complaint and would feel able to do so if necessary. People told us that they had never felt the need make a complaint because any worry they might have is dealt with immediately.

People receive care and support from care staff who undergo regular training and supervision. Care workers told us they are happy working in the home, they receive training and supervision and feel very well supported. One member of the care team commented "I have enough support, new management are approachable, they have always responded in a positive way". Care staff told us they receive training, and we were given records which show a range of training is made available and has been attended by care workers. This included manual handling, safeguarding, medication, first aid, and fire safety. Care staff we spoke with were motivated telling us they enjoyed their work and felt appreciated. Records demonstrate care staff also receive one to one supervision.

The service provider has oversight of financial arrangements and investment in the service, so it is financially sustainable and supports people to be safe and achieve their personal outcomes. We saw the home is well maintained, clean and comfortable with furnishings and furniture suitable for people in the home. People have good food options and there are plentiful stocks of fresh food in the home. Financial investment is made and ongoing in updating areas in the service.

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