



Inspection Report on

Red Rose Care Home

**Red Rose Nursing Home
Park Road Victoria
Ebbw Vale
NP23 8UP**

Date Inspection Completed

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13 September 2022

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About Red Rose Care Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	BANYAN CARE HOMES 2 LIMITED
Registered places	32
Language of the service	English
Previous Care Inspectorate Wales inspection	This was the first inspection since the service was re-registered under The Regulation and Inspection of Social Care (Wales) Act 2016
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

Red Rose Care Home provides care services with nursing for up to 32 people. The manager who oversees the day to day running of the service is registered with Social Care Wales, the workforce regulator. The Responsible Individual (RI) visits the home regularly and has good oversight of the management of the home.

The current provider took over the service in July 2022. A full refurbishment of the property is planned, and works have begun with due consideration given to any disturbance to the people living at the home. The home is secure and overall, well maintained. The RI assured us all areas we observed to be in need of redecoration are planned to be completed as part of the refurbishment.

People told us they enjoy living at the home and are treated with dignity and respect by care workers. Care staff told us the new provider has increased staff numbers and introduced improved benefits for them, which they appreciate.

Personal plans are clearly written and explain how best to support people. Plans are reviewed regularly to make sure they reflect people's current needs and aspirations. Care records evidence people are being supported as described in their plans.

Well-being

People receive the support they need to maintain their health and wellbeing. The service completes a range of assessments and personal plans, which identify each person's aspirations, and care and support needs, and how these can best be met.

People told us care staff show genuine warmth and are respectful when supporting them. People also said they enjoy the food, the range of activities at the home, and being able to have family visits at convenient times. One person told us *"It's like a five-star hotel. Everyone is great and there are plenty of staff to support me."* People choose where to spend their time. We saw some people prefer to stay in their rooms, whilst others spend time in the communal areas. People and their families have been consulted about the style of the décor they would like around the home which informs the refurbishment plans.

People have their own rooms, which are personalised to their individual tastes. People have family photos, cards and collectables in their rooms, which gives a homely and familiar feel to their surroundings. Infection prevention and control procedures are good. Care workers wear appropriate personal protective equipment (PPE) in line with current guidance. Regular COVID-19 testing of staff is carried out.

The service protects people from risk of harm. Care workers are provided with training in relation to the safeguarding of adults. The care staff we spoke to understood their role in protecting people. The service has a safeguarding policy, which reflects current guidance and is kept under regular review.

Care and Support

People receive care and support as and when they require it. We observed care workers to be attentive and supportive to people. The care needs and preferences of each person are clearly documented, and care staff access this information to inform their daily routines. Social histories for people are recorded but not within their personal plans, the manager assured us this was being updated as the service moves over to a new electronic record keeping system. Plans are regularly reviewed with people and their loved ones to ensure they are up to date and reflect people's current needs and aspirations. Accurate and detailed records are kept by care staff to evidence people are supported as described in their personal plans.

Referrals are made to health and social care professionals as and when required. People are registered with a local general practitioner (GP). Records are kept of all appointments within the daily notes, which include any areas to be reviewed or monitored. People are supported to maintain a healthy weight and diets are reviewed when required. Drinks are readily available for people throughout the day. We saw the scales were broken for a period but had been repaired when we inspected and alternative means of monitoring weights had been used during this period.

The activities co-ordinator talks to people about what they enjoy doing and arranges both group and one to one activities which reflects people's preferences. People told us they are occupied, enjoy joining in activities and attending the hairdresser who visits weekly. We saw people enjoying doing some painting, completing puzzles and reading. Care staff told us *"Now we have more staff on duty we can do the nicer things like just sitting and chatting with people or doing their nails, which they really like."* People enjoy their meal experience which is a pleasant, relaxed and social time of the day. We were told the quality and choice of meals is good; people are encouraged to be as independent as possible and supported when required.

Systems are in place for the safe management of medication within the service. Care staff provide support to people with their medication, which helps to maintain their health. Records we checked are mainly completed accurately, the manager assured us some gaps in recording how effective 'as required' medication has been, would be addressed.

Infection prevention and control procedures are good. Care workers wear appropriate personal protective equipment (PPE) in line with current guidance. Regular COVID-19 testing of staff is carried out. We were asked for evidence of a negative lateral flow test result before entering the home.

Environment

The home is clean, tidy and well organised. People's bedrooms are personalised to their own tastes, individuals have photos of loved ones, soft toys, pictures, flowers, and ornaments in their rooms. We saw the home is well maintained; however the décor will benefit from the full refurbishment which is in the process of being completed. New lighting has been installed which gives a soft well-lit environment. The RI told us new flooring and carpets are due to be laid once the redecoration is completed.

There is a spacious lounge downstairs leading into a conservatory and separate smaller lounge which is planned to be converted into a cinema room. The communal bathrooms are well equipped, clean & tidy. PPE stations for staff to be able to regularly change their PPE are placed around the home. The outdoor space has a level patio area with garden furniture, raised planters and a lawn area which was in need of mowing.

People benefit from a secure environment; the front door is kept locked. We viewed the maintenance file and saw that all serviceable equipment had been checked to ensure its safety. We are satisfied that sufficient fire safety checks are completed, however the records of these were not readily available on the day of our inspection. The RI assured us a new system was being introduced to ensure all staff have access to these important records. People living in the home have a personal emergency evacuation plan to guide staff on how to support people to leave safely in the case of an emergency. The home has a five-star rating from the food standards agency which means that food hygiene standards are very good.

Leadership and Management

People benefit from effective leadership and management. We saw the manager and RI interacting warmly with people throughout our inspection visit. Care workers told us the manager and RI are both very approachable and supportive. The statement of purpose accurately reflects the service provided. There are a sufficient number of care workers on duty to support people in a relaxed and unrushed manner. We viewed four weeks of staff rota's which reflects sufficient staff numbers are consistently deployed. We saw some short-term sickness impacted on staffing levels, but these were covered wherever possible. Care staff told us the current provider has increased staff numbers significantly which has improved the team's morale and the quality of care and support they deliver.

The manager has introduced regular supervisions for all care staff. This one-to-one support provides opportunity for staff members to discuss any concerns or training needs they may have and for their line manager to provide feedback on their work performance. Care workers told us they enjoy their jobs and communication between the team is good. We saw evidence of team meetings with positive input from all parties.

Care workers personnel files are well organised and contain most of the required information. The RI assured us that recent photos of all staff are being uploaded to the new electronic system and where employment histories are not specific enough, these will be updated.

The RI visits the service regularly and we saw evidence of robust management audits being completed across a range of areas. Regulatory RI reports are not yet due, as the provider took over this service relatively recently. We will review these reports 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
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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Date Published: 02/11/2022