



Inspection Report on

Campion Gardens Care Home

**Campion Gardens Village
Clyne Common
Swansea
SA3 3JB**

Date Inspection Completed

29/04/2024

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About Campion Gardens Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Campion Gardens Limited
Registered places	45
Language of the service	English
Previous Care Inspectorate Wales inspection	5 March 2024
Does this service promote Welsh language and culture?	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

This was a focused inspection and on this occasion, we did not consider the inspection themes fully.

Environment checks were completed due to concerns we had around the lack of progress with the planned lift repair since the last inspection. The passenger lift was not in use on the day of the inspection. We were told it had required a repair and had been out of use since 26 April 2024. The team at Campion Gardens Care Home strive to support people to do what is important to them. Limitations within the environment impact on this and mean people cannot be assured their safety and independence is being fully met. We saw people being assisted to mobilise on the stairs so they could access communal areas. Their assessments and personal plans specified the use of the lift is required as opposed to mobilising on stairs. Therefore, care and support is not being delivered in accordance with people's personal plans and people are placed at risk.

A fire risk assessment has been completed since the last inspection and several works have been identified as a requirement. The Mid and West Wales fire service have visited the home since our inspection and an action plan has been agreed.

The Responsible Individual (RI) and manager are required to inform the regulator and other agencies of significant events. This had not been done at the time of the inspection visit.

Well-being

As this was a focused inspection, we have not considered this theme, in full.

People are supported to do what matters to them however they are not consistently receiving the right care and support. We saw people being supported to access the communal areas in the home on the ground floor. The lift was out of order and manual handling support was not provided as detailed in people's assessments and personal plans. This could potentially affect people's health and well-being.

People do not live in a home that consistently supports them to achieve their well-being and independence. The passenger lift that enables people to access all floors in the home had been identified as requiring a refurbishment last year. A delay in the planned works has meant the lift is currently not in use. This is affecting people's ability to access all areas of the home independently and safely, placing them at risk. At the time of the inspection a contingency plan was not in place. This was completed after the inspection.

People cannot be assured they are safeguarded. Manual handling practice is not consistently in accordance with people's assessments and personal plans. Under regulatory requirements notifications were not made to Care Inspectorate Wales (CIW) and the Local Authority, regarding the lift breakdown and the impact this could potentially have on people.

Care and Support

As this was a focused inspection, we have not considered this theme, in full.

Care and support is not consistently provided according to people's assessment and personal plans. We saw people being supported to get downstairs on the main staircase. We could see two people were finding this challenging with one person asking staff *"Why am I going through this pain"*. We checked care documentation for five people who have rooms on the first floor. We saw four people's assessments that stated people had mobility needs that required them to use the lift and not the stairs. Of these four people two have been assessed as not having the cognitive ability or mental capacity to make such decisions. We spoke with people on the first floor to get their feedback about the lift. They told us; *"Got to go down with a walking stick when the lift isn't working". I have someone in front of me and someone behind me. It isn't very clever' and "I am afraid we will fall"*. We informed the manager of our findings and the requirement for risk assessments to be completed. We also advised an updated manual handling plan will need to be completed where applicable. Risk assessments were completed after the inspection visit and they

confirmed the people identified during our inspection should not (and no longer will) be using the stairs, as in accordance with their personal plan. This is placing people's health and well-being at risk and we have therefore issued a priority action notice. The provider must take immediate action to address this issue.

Staff were working hard to deliver care in a timely manner. We observed staff were very busy and appeared rushed in comparison to our previous inspection. Staff explained they were required to take meals upstairs for those that were not able to come downstairs and this is time consuming. This means less time for quality interactions with people. Staffing rotas were checked and there had been no increase in staffing numbers since the lift has been out of use. The manager informed us the dependency levels had been checked considering the additional time and support required and the staffing levels are in accordance with that.

Environment

As this was a focused inspection, we have not considered this theme, in full.

Certain aspects of maintenance and safety in the home were identified as requiring improvement at the last inspection. We reinspected the home to ascertain if the current measures in place fully support people's safety, independence and well-being.

Risks to health and safety of individuals are not consistently identified and reduced.

The visitors 'sign in' book is not completed as required. This was addressed at the last inspection. We discussed the importance of this being up to date to monitor visitors to the home and for use in the event of an emergency.

At the last inspection we saw a fire risk assessment had been prepared by a member of staff that previously worked at the home. Since that inspection a fire risk assessment has been completed by a competent person. We requested this report last week and it was made available to us at the inspection visit. The report identified areas where improvements are required including the fire doors and 'compartmentation breaches'. Following the inspection visit we made a referral to the Mid and West Wales Fire service. They have since visited the home and agreed an action plan with the RI. We also updated the local authority.

Since the last inspection we have seen an updated certificate for the Electrical Installation. We have also had confirmation a Legionella risk assessment has been completed but the RI and manager are yet to meet with the company to ascertain the outcome of the risk assessment. We were told a report is not available at this time.

During our inspection we were told the passenger lift is out of order and had broken down three days ago. Whilst works had been completed we were told it was still not suitable for use. *'At the moment the lift is stationary and cannot risk trying to use it'*. At the last

inspection we were told the part had been ordered for the lift to be refurbished. However, since then there has been a delay with the part getting to the company who have been appointed to complete the refurbishment. The manager continues to follow this up. There have been other occasions when the lift has not been functioning correctly. At the last inspection we saw several maintenance recommendations were made for a lift refurbishment to be completed as a priority.

A contingency plan was not available for when the lift is not able to be used. We saw people being assisted on the staircase who would usually be using the lift. Risk assessments were not in place at the time for these people. These have both since been completed.

At the last inspection the environment was determined as an area for improvement. Considering the actions required in relation to the risk of fire and the lift: We conclude, this is placing people's health and well-being at risk and we have therefore issued a priority action notice. The provider must take immediate action to address this issue.

Leadership and Management

As this was a focused inspection, we have not considered this theme, in full.

Regulatory bodies and statutory agencies are not consistently notified when there are concerns and significant events affecting people. Both the RI and the manager did not notify CIW and relevant agencies about these concerns or significant events affecting individuals. There is a regulatory requirement to complete notifications when significant events occur without delay, usually within 24 hours of the event occurring. A request was made by us for this notification to be made on our inspection, three days after the lift was out of use. The Local Authority had not been informed by the provider either. Since this request the manager has completed the required notification. While no immediate action is required, this is an area for improvement and we expect the provider to take action.

To conclude, since the inspection visit and subsequent meeting with the RI and manager, requests for information and updates have been met. The RI and manager have been responsive and demonstrate they intend to prioritise the actions as identified. This will be tested at the 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
21	Care and support is not provided in accordance with individual's personal plans. Care needs to be provided as identified within assessments and personal plans and they should be updated accordingly.	New
44	The provider remains non compliant with regards to health and safety. Refurbishment works need to be completed to the passenger lift as recommended by lift engineers or an alternative means/way that people can access all floors of the home. Risk assessments and action plans to be completed and kept up to date, to ensure the safety of people living in Campion Gardens Care Home.	Not Achieved

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
60	The service provider does not consistently notify Care Inspectorate Wales (CIW) of events as required. This must be done in a timely way, without delay.	New
36	Supervision and appraisals are not carried out as required. All staff to have four supervisions and one appraisal each year.	Reviewed
31	The provider does not consistently apply for Deprivation of Liberty Safeguard (DoLs) authorisations as required and in a timely way. The provider must ensure an individual is not deprived of their liberty for the purpose of receiving care and support by applying for the lawful authority.	Reviewed

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