



# Inspection Report on

**Ocean Living Residential Care Home**

**Ocean Living  
734 Mumbles Road Mumbles  
Swansea  
SA3 4EL**

**Date Inspection Completed**

14/03/2024

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## About Ocean Living Residential Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Hawthorn Court Care Ltd
Registered places	15
Language of the service	English
Previous Care Inspectorate Wales inspection	26 October 2023
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

Ocean Living Residential Care Home has a homely atmosphere that puts people at ease. People receive a good standard of care and support from a friendly, caring team of staff. Medication systems have vastly improved, along with the quality of care documentation. Care workers know people well. Their individual needs and wishes are reflected within risk assessments and personal plans that are kept under review. People value the relationships they have developed with others.

People are proud to live in comfortable accommodation that offers views of the sea. Some renovations are planned as managers continually look to make environmental upgrades. They have strengthened systems to ensure equipment and utilities are properly maintained. Standards of hygiene and infection control have also improved.

The home has a new team of managers who lead effectively. They have improved standards and helped boost morale in the short space of time they have been in post. With the support of an operations manager, the home is being run by the manager of one of the provider's other nearby homes. They will be further supported by an operations director, who is due to start in April 2024. Staff respect the new managers and feel supported in their roles. They are safely recruited and appropriately trained. The Responsible Individual (RI) monitors the quality of the service, taking into account people's views and experiences.

## Well-being

People experience mental and physical well-being. They enjoy the companionship of others and are treated with kindness and compassion by the staff team. Care workers often spend time socialising with people, which contributes to the home's family feel. People enjoy entertainment from external performers and take part in individual and group activities, such as art and craft sessions, games and quizzes. Care workers support people to maintain a healthy diet. They can choose from a varied menu and enjoy a sociable dining experience. Improvements have been made to the care planning process, which ensure people's care and support needs are clearly and accurately captured within personal plans. People have access to medical and specialist services to promote their ongoing health and well-being.

The service respects people's views and rights. The RI gathers feedback from people during formal visits, which helps influence change. Care workers support people to make everyday decisions. They understand people's preferences and know what is important to them. These are accounted for within personal plans, which are regularly reviewed. People would benefit from more opportunities to discuss and receive updates about home life. There are plans to hold meetings that will support this.

The new management team has had a positive impact on the service. Medication systems have significantly improved, which has reduced risks to people's health and well-being. People are supported by care workers who have been appropriately recruited and trained. Care workers understand their role in protecting people from harm and abuse. Managers ensure care workers receive the support they need to develop in their roles. They are planning to hold more regular staff meetings, which will further support staff as they adapt to new ways of working. There are more robust systems in place for managing the upkeep of the home and its facilities, thereby minimising risks to people's health and safety.

The home is located along Mumbles seafront and offers impressive views of the Bay. Rooms are spacious and appropriately furnished and decorated. People feel at home in their surroundings, whether relaxing in their private rooms or socialising in communal areas. Staff are following new cleaning schedules to ensure the home is kept clean and tidy. Managers are planning to make some internal and external upgrades, which will enhance the environment further.

## Care and Support

The service manages medicines in a much safer way. Last October, we found people's health and well-being to be at risk as medicines were being poorly managed. We issued a priority action notice requesting the provider take action. This has been done successfully. The service now manages medicines in line with its policy, with stock being controlled appropriately. Medicines are being stored in an alternative room to ensure they are kept at the right temperature. Medication records include a running tally of stock to support safe administration and help identify discrepancies quickly. We found handwritten instructions to be consistent with those provided on medicine packages. We observed record-keeping to be good overall, although audits will continue to ensure staff consistently document why they omit any medicines that are prescribed for regular use. Records confirm that staff administer medicines after completing training and having their competency assessed.

People are content with the support they receive. Care workers are visible to people and anticipate their needs well. We saw many meaningful interactions as care workers showed genuine interest in people's well-being. One person described them as "*absolutely marvellous*" and another said, "*They're a good bunch*". Care workers understand people's preferences and encourage them to do activities they enjoy. The manager hopes to increase people's participation in activities further. People enjoy going out with family and care workers told us extra staff are rostered to facilitate planned outings. People have pleasant, sociable mealtime experiences. They spoke highly about their meals, which were served to them in a thoughtful way. Care workers regularly offer people a choice of hot and cold drinks throughout the day.

People could be better informed about everyday activity. We saw that the four-weekly rolling menu and weekly activity planner were not easily visible, and people did not know about meal options and activity plans. The manager assured us this would be addressed. Meetings for people to share their views about home life have not yet been reinstated as planned. The RI has set an action for managers to hold a meeting as soon as possible.

The service has vastly improved the quality of its care planning and record-keeping. We found records to be well organised and more person centred. People's current needs are reflected within personal plans and supported by appropriate risk assessments. These documents are regularly reviewed to ensure they remain up to date. Daily monitoring charts and care recordings show that staff consistently support people in line with their plans. Care workers make prompt referrals to medical and specialist services where there are changes to people's health and well-being. They keep clear records of people's contact with health professionals and follow the advice they give. A new and effective system for recording and monitoring people's weight has been introduced.

## Environment

Standards of hygiene and infection control have improved. The service has introduced new cleaning schedules to support domestic staff in their duties. These outline the required daily cleaning tasks for all private and communal rooms, which staff sign off once complete. We found the home to be clean and hygienic overall. There are imminent plans to replace the stained, damaged flooring and box-work in a ground floor communal toilet. This will make them easier to keep clean and reduce cross infection risks. There is a flow system within the laundry room to ensure separation of clean and dirty items, although work is needed to treat the walls which we observed to be dusty and flaking with paint. The manager intends to purchase a rail for hanging freshly laundered clothes. The service was awarded a food hygiene rating of 3 (generally satisfactory) in January 2024. Work to improve standards of food hygiene is ongoing and the RI is monitoring progress closely.

The home is kept free from hazards. Chemicals are stored securely, and some storage rooms have been decluttered and reorganised. Checklists prompt staff to complete routine health and safety checks, which include testing water temperatures, fire alarms and call bells. We saw that people had the equipment needed to promote their safety. Managers are monitoring the general upkeep of the home and its facilities more closely. Maintenance requests are logged by staff and actioned by managers. The manager told us the RI approves orders for essential works quickly. Records show that recent works have been completed promptly. We also found that specialist equipment has been routinely serviced.

People enjoy a homely environment. Their individual rooms are spacious, personalised and well-equipped. Communal rooms are comfortably furnished and nicely decorated. People enjoy being close to the shops and being able to look out across the Bay. One person said, *"We're very fortunate to be right by the sea"*. New furniture has been ordered for the front patio, so people can sit outdoors and enjoy the outlook during fine weather. The nets in the lounge windows are also being replaced with blinds to maximise the view.

## Leadership and Management

The service carries out the necessary pre-employment checks to ensure staff are suitable for their roles. Staff are vetted by the Disclosure and Barring Service (DBS) before starting work and at three yearly intervals thereafter. Managers support them to register with Social Care Wales (SCW). They have systems in place for monitoring staff's SCW registration and DBS status. Staff told us they complete a range of good quality training, which gives them the required skills and knowledge to support people safely. The training programme includes topics such as first aid, infection control, dementia awareness and safeguarding adults at risk. Staff know how to access policies and procedures and report concerns about people's welfare.

Staff feel connected as a team and motivated in their roles. They said, *"Wouldn't change anything... Lovely people to work with"* and *"Residents have a good quality of life. Something would be done straightaway if not"*. Records show that supervision meetings provide staff with opportunities to review their performance and development and check their understanding of policies and procedures. Managers have introduced a system to monitor supervision dates, so staff will be formally supervised on an individual basis every three months. General staff meetings also take place, although these need to be scheduled more often. Records show that staff meetings promote discussions about people's experiences and any planned changes to the service.

The leadership and management of the service have improved. As outlined in this report, managers have made changes to improve service standards and are working with staff to embed these. The manager is committed to reorganising filing systems, so documents can be located more easily. The manager and operations manager have established good relationships with people and earned the trust of the staff team. One staff member told us there is *"always somebody to speak to"*. Reports confirm that the RI is continuing to monitor the quality of the service during formal visits. As part of these visits, the RI reviews systems and procedures, gathers feedback from those living and working at the home and sets actions to drive improvement. The RI is a Welsh speaker and able to communicate with people in Welsh if they wish.

We can conclude that the service is being provided in line with its statement of purpose; a document that outlines its aims and objectives and how these will be achieved. This document is being updated to reflect how the new manager will effectively run two homes.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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
58	Medicines are not being managed appropriately which is putting people's health and well-being at risk.	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
N/A	No non-compliance of this type was identified at this inspection	N/A
21	The standard of care planning and record keeping needs to improve to ensure people's care and support needs are clearly reflected and they receive prompt input from medical and specialist services.	Achieved
44	Suitable arrangements are not in place to keep the premises clean and properly maintained.	Achieved
6	There is a lack of effective leadership and management at the home, resulting in failure to ensure compliance and drive up standards, as identified during quality monitoring systems.	Achieved

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