



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru
Care and Social Services Inspectorate Wales

Inspection Report on

Conifers Care Home

**Stryt Las
Ruabon
Wrexham
LL14 6RB**

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Description of the service

Conifers Care Home is registered with Care and Social Services Inspectorate Wales, (CSSIW), to provide accommodation and personal care for up to a maximum of 27 older people' Within this number the service provides five rooms for respite care on behalf of Wrexham Social Services and the local Health Board. The service is owned by Hayes Healthcare Limited who have appointed a responsible individual. The registered manager is Susan Partington.

Summary of our findings

1. Overall assessment

Improvements have been made in relation to care and support records which means people's needs are recorded, reviewed and updated whenever necessary. This provides staff with accurate information about people's needs and how they wish their care and support to be delivered. Measures are now in place to ensure people's health needs, including medicines, are met promptly. Improvements are needed in the quality of risk assessments so that risks, and measures to reduce risk, are clearly identified.

2. Improvements

The visit was to check if the non compliance notices issued after the last inspection had been met. These related to medication not being administered as prescribed and care plans not being in place or not reflecting people's current circumstances. At this visit we found these issues had been addressed.

3. Requirements and recommendations

Section five of this report sets out our recommendations to improve the service and areas where the registered person(s) are not meeting legal requirements. These include;

- Serious consideration should be given to providing training to staff responsible for completing risk assessments.

1. Well-being

Summary

People are supported to make their own decisions and are treated with respect by staff they are familiar with and have positive relationships.

Our findings

People can expect to be treated with dignity and respect. When we arrived we saw some people in the dining room, including people having a late breakfast and people who had chosen to remain there after their meal talking to other people whilst having a drink. We saw staff passing through this area enjoying friendly banter with people and offering support when necessary. One person told us they had chosen to stay in their room all morning but with staff support, was going to the dining room to have lunch with other people. We saw some people were reading and chatting with each other, whilst others were watching TV. Staff told people the lunch time meal would be served soon and we saw people making their own way to the dining room or being provided with assistance if necessary, at their own pace. People have positive relationships with staff who are respectful and support people to choose how they spend their time.

2. Care and Support

Summary

People's individual needs and preferences are known to staff, recorded and reviewed when circumstances change. Care and support is provided in a way that meets people's needs, by staff they are comfortable with. People are supported to stay as well as they can be and receive medicines as prescribed.

Our findings

People receive the right care and support. One person told us they liked the staff who were "very good to me" and said they were satisfied with the way "they look after me". We saw everyone living at the home had a care and support plan in place. Records were detailed, person centred and included information about diagnosed health conditions and how these may impact on people's care and support needs. Risk assessments had been updated since the last inspection and included details of individual's current circumstances. However, they did not always provide clear guidance for staff as they showed a lack of understanding about how to correctly identify risks and detail the measures needed to reduce the risk, or to support people to take risks. We discussed with the registered manager the importance of completing these correctly so staff are provided with accurate information and guidance. People living at the home have care plans and risk assessments in place but these are not always accurately completed and needs significant improvement.

People have their health needs met. We checked records that we had identified at the last inspection as needing to be improved. We saw improvements have been made to the way medicines are managed. We saw staff had sought medical advice and a medicines review in relation to one person's increased needs and this had been effective in improving the person's quality of life. Information leaflets about individual medicines had been put with people's medication records and any possible side effects detailed in the medicines care plan. Risk assessments related to medicines now included any potential side effects and contraindications. Measures had been put in place to ensure that medicines did not run out and changes in the supplying pharmacy will ensure additional medicines prescribed will be available promptly. People are supported to stay as healthy as possible.

Improvements required and recommended following this inspection

2.1 Areas of non compliance from previous inspections

<p>The care needs of a person living at the home had significantly increased. The care and risk assessments had not been updated to reflect this and the person's pain relief medication had been allowed to run out.</p>	<p>12 (1) (a)</p> <p>At this inspection we spoke with the manager, deputy manager and looked at the person's care record. The care plan and risk assessments had been updated to reflect the person's current circumstances. Records included details of contact with</p>
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	<p>the person's GP and the manager stated that measures were now in place to ensure they received adequate pain relief and medicines as prescribed.</p> <p>We consider this non compliance notice has been met.</p>
<p>One person living at the home did not have a care plan or relevant risk assessments. Care plans and risk assessments were not updated when people's circumstances had changed.</p>	<p>15 (1)</p> <p>At this inspection we spoke with the manager, deputy manager and looked at two people's records. A care plan and risk assessments had been completed for the person identified at the last inspection as not having one in place. A second care plan checked showed the care plan and risk assessments had been updated to reflect the person's current circumstances. The manager stated that all people living in the home had a care plans n risk assessments in place.</p> <p>We consider this non compliance notice to have been met.</p>

2.2 Areas of non compliance identified at this inspection

There were no additional non compliance issues identified at this inspection.

2.3 Recommendations for improvement

- Serious consideration should be given to providing training to staff responsible for completing risk assessments. All risk assessments should be checked to make sure they correctly identify the risk and measures in place to support people.

3. How we undertook this inspection

This was a focussed inspection undertaken to check the progress in meeting two urgent non compliance notices issued following the last inspection visit on 15 September 2017. We made an unannounced visit on 5 October 2017 between 10.15.a.m. and 12.30.p.m.

The following methods were used;

- We spoke with the manager and deputy manager.
- We looked at the care records of two people who live at the home.
- We spoke with one person living at the home and observed people spending time in the dining room/lounge areas.

Further information about what we do can be found on our website www.cssiw.org.uk

About the service

Type of care provided	Adult Care Home - Older
Registered Person	Hayes Healthcare Limited
Registered Manager(s)	Susan Partington
Registered maximum number of places	27
Date of previous CSSIW inspection	7/09/2017, 14/09/2017 & 15/09/2017
Dates of this Inspection visit(s)	05/10/2017
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	NO
Additional Information: This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people who use, or intend to use their service. We recommend that the service provider considers Welsh Governments 'More Than Just Words' follow on strategic guidance for Welsh language in social care.	

No noncompliance records found in Open status.