



Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

The Laurels Care Home

23 Meirion Street
Trecynon
Aberdare
CF44 8NH

Type of Inspection – Focussed
Date(s) of inspection – 6th March 2013
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Summary

About the service

The Laurels is a small care home registered for up to 18 people in the category of Adult Residential – Older Adults. First registered in April 1982, it is situated in a residential area of Trecynon and close to Aberdare town centre. A stipulation of the registration is that no more than five residents will have additional support needs around dementia/mental infirmity.

What type of inspection was carried out?

This inspection focussed on the quality of life theme and considered the experience of people using the service.

Information for this inspection was gathered from the self assessment of service documentation, an observation of the care given, a discussion with the registered manager and provider, staff, residents and family members, a view of two care files and a sample of other documentation. At the time of inspection, 15 residents were present.

What does the service do well?

There have been a number of improvements to the environment, including health and safety and fire measures. The rear garden patio area has been extended and other improvements to the garden have added quality to the outdoor area.

What has improved since the last inspection?

The service provides a very warm and welcoming environment where residents and families are made to feel comfortable and 'at home'. Staff are familiar with the individual needs of residents and a quality monitoring process ensures that staff are able to respond to the needs of individuals.

There was evidence that a proactive training programme for staff is in place and this allows further development of the quality of service provided.

What needs to be done to improve the service?

There were no non-compliance issues or areas for improvement identified at this inspection.

Quality of life

Overall people have a good quality of life where the staff provide a warm and welcoming environment. Their individual needs are catered for and where their physical and emotional well-being is maintained.

People using the service have a voice and are encouraged to speak up, people are treated with dignity and respect and have choice and influence in their care and daily living.

The service holds regular residents meetings where they have an opportunity to speak up in regards to a variety of aspects of daily living. Residents spoken with felt very able to voice their opinions, not only at the residents meetings, but informally with staff at any time. One resident said 'they make out it's like home and they make you feel comfortable and ask you what you want'. Families too, are able to contribute and several family members spoken with complemented the way their relatives are treated as individuals. Interactions between staff and residents were warm and caring and extremely positive. Residents and all visitors to the home, during the inspection, were treated warmly and respectfully. The Registered Provider and Manager must be complemented on the way we (CSSIW) observed a warm and positive environment for everyone during the course of the inspection.

People experience well-being and a sense of achievement, are able to access opportunities to learn and to follow interests, be active and positively stimulated and feel their spiritual needs are supported.

The service has an activities coordinator who organises the monthly meeting and develops a programme of activities based on choice, requests and needs. As a result, the programme developed has included monthly visits to the Coliseum theatre, trips outdoors including Brecon and a variety of events indoors. One service user enjoys following (and is encouraged) her passion for art. For others less able, they said they enjoyed the 'songs and scones', bingo or a 'sing song' One service user said that all she had to do is ask and the service would organise an event. The home receives regular visits from members of the Church in Wales and Catholic Churches and we were informed, other denominations would be organised should this be requested. The garden has been recently improved, is accessible and will be further enhanced with seating to extend its use.

People are encouraged to be as independent as possible, exercise choice and control over their care, remain healthy and benefit from a healthy diet and attention to nutrition.

The care plans examined were appropriate and indicated that the physical well-being of the residents is maintained. The plans suggested the involvement of a variety of health professionals and a 'treatment room' has recently been refurbished to allow for a more appropriate environment for health and medical visits. Evidence of a podiatrist was included in daily recordings and service users spoken with commented on the speed in which they are dealt with if they have an issue. 'Nothing is too much of a problem for the staff', one service user said to us. Family members commented on the good food provided and service users spoken with had no complaints. The registered manager and provider said that fresh food is bought daily to compliment the menu.

Through observation, service users were making choice on their daily care and staff were very sensitive and caring in their approach.

People experience warmth, attachment and belonging, develop relationships and feel recognised and valued by others and experience enhanced well-being because the service anticipates their needs.

The warm, friendly environment that has been created, provides a backdrop to a philosophy that is evident when visiting the home. Residents commented on how they felt the service is excellent and the husband of a resident, who was visiting, at the time of the inspection said that, 'My wife is in the best place. I've cared for her for 25 years and they are doing as well as I was.' One resident, who wished to remain in her bedroom, said that she was well looked after, the staff always talked to her and she was in the 'best place' after her own home. She added that staff really helped her overcome the trauma of moving into a residential home. Staff spoken with were all knowledgeable of service users and their needs, were all pleasant, motivated, and complementary of the service and had a sense of humour.

Quality of staffing

This inspection focussed on the quality of life. CSSIW did not consider it necessary to look at the Quality of Staffing on this occasion because the focus was on the experience of service users. However, this theme will be considered during future inspections.

Quality of leadership and management

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Quality of environment

This inspection focussed on the quality of life. CSSIW did not consider it necessary to look at the Quality of environment on this occasion because the focus was on the experience of service users. However, this theme will be considered during future inspections.

How we inspect and report on services We conduct two types of inspection; baseline and focussed. Both consider the experience of people using services.

Baseline inspections assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

Focussed inspections consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focussed inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focussed inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by telephoning your local CSSIW regional office.