

Care and Social Services Inspectorate Wales

Care Standards Act 2000

Report Care homes for older people

The Laurels Care Home
23 Meirion Street
Trecynon
Aberdare
CF44 8NH

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Date of Visit: 26 January 2012**What does the service do well?**

The Laurels provides service users with a warm and welcoming home which is well maintained.

Service users were observed to be relaxed and happy. It was very obvious that service users enjoy living at the home.

Service user's who spoke with the inspector said very positive comments these included:

"Its home and I am very pleased to live here."

"My life is completely different, I am surrounded by love."

"We go out, we have good food. My relatives have all said that they want to be here-it's that good here. I have some lovely friends here."

"The staff are all very good, they don't rush you, they know us. It just feels right."

What needs to be done to improve the service?

The registered persons of the home have a system of ensuring that the service is responsive to the needs of the service users at the home.

Quality of life

Service users living at the home spoke directly to the inspector and expressed a high level of satisfaction about the quality of their lives.

The inspector observed that service users received all their personal mail promptly and carers assisted service users in reading their mail. There was a very calm and relaxed ambience throughout the home. Service users were seen to be socially interacting and engaging with each other in meaningful activity. During the inspection the activities co-ordinator was engaged with a group of service users and it was evident that the activity was being planned around service user's choice and preferences.

The service users were very happy to talk with the inspector and pointed out how nice the home was. All found the garden a wonderful place to look at and were looking forward to the weather improving so that they could sit outside. Service users also enjoyed the fact that the registered person has their dog regularly visiting the home and service users were seen to stroking and engaging with it.

Every service user the inspector spoke with emphasised that the staff at the home knew how to look after people; service users described the staff as being completely reliable and trustworthy. A service user said the following, "Everyone here is excellent. I feel important and a valued member of society." The activities include service users exploring and developing new skills.

Service users spoke of the strong sense of community that they enjoyed and were aware that the staff team had been established for many years. Service users also spoke of all the activities that they are involved in; these included trips to the local theatre, trips to the coast and shopping trips. Service users affirmed that they felt consulted by all of the staff in all aspects of living at the home.

Inspection methods:

This inspection focused on the experience of people using the service and their quality of life. The method was chosen because the service has a good track record. This enabled the inspector to spend their time speaking to people and observing their care and their relationships with staff. Where concerns were indicated there was more detailed examination of records.

The focus of the inspection was on people using the service, not compliance with standards. This will be checked at future inspections.