



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

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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 – 10th September 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 further stipulation to the registration is that no more than five residents will have additional support needs.

The property is well maintained and in good decorative order.

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 provided, a discussion with the registered manager, staff, a social worker, residents and relatives and consideration of two care files and other appropriate documentation.

What does the service do well?

The service provides person centred care in a warm and friendly environment. Residents are treated with dignity and respect, are having their individual needs met and are able to develop with staff and other residents.

What has improved since the last inspection?

The service continues to provide a good quality of care whilst providing residents with as much independence as is possible and practical.

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 the service provides a good quality of care where people's individual needs and the role they play in achieving positive outcomes.

People have a voice and are encouraged to speak up, feel listened to and believe their views are valued; have their rights protected and are treated with dignity and respect.

Emphasis is placed upon person centred planning and providing individualised care for the 18 residents. The service holds regular meetings and conducts one to one discussions over the care provided. Residents have an opportunity to be involved in choices around personal care, menus and other matters of daily living. In observation we (CSSIW) saw service users treated with dignity and respect and spoken to in a non-patronising manner. In discussion with residents we were told that *'although I would rather have been in my own home but as I live here they treat me very well and are always available to talk to me.'* The resident added that she has opportunity to discuss her care on a regular basis. A relative spoken with was complimentary of the staff and the environment. *'It's fabulous, my mother is well looked after and we can visit at any time we choose.'* The relative was pleased with the opportunity to contribute to the care plan and how her mum is cared for.

People experience well-being and a sense of achievement, are able to follow interests, are positively occupied and stimulated and feel their spiritual needs are acknowledged and supported.

People are able to personalise their bedrooms and sitting with one resident in her room, she felt it was the *'next best thing to my home.'* She was very content to stay within her room but staff regularly 'popped in' to sit and have a chat.

The service has a part time activities co-ordinator (who is also the administrator) and she works afternoons, Monday to Friday, planning and delivering a programme. The programme includes external visits and we spoke with one resident who had recently been shopping, by train, to Cardiff. Her interests included reading crime novels and she said staff always provided her with books. Another resident loved playing dominoes and had developed a relationship with several other residents whilst teaching them. Visits included trips to the local theatre which organises 'Scones and Songs' and residents can access these visits. A daily log of activities is maintained and, for improvement, this could include a section on 'outcomes for the service users'. A visiting hairdresser was on site on the day of the inspection.

The home receives regular visits from members of the Church in Wales and Catholic churches and, we were told, other denominations would visit should they be requested.

People are encouraged to be as independent as possible, can exercise choice and control over how they are cared for, remain healthy because their needs are anticipated, enabled to access specialist or medical support and experience appropriate responsive care.

The care plans examined were appropriate and indicated that the physical well-being of the residents is maintained. The care files indicated that residents were receiving appropriate medical and health support relative to their needs. A view of the medicine administration paperwork and, through observation, the administration procedures were

adequate and appropriate.

During the inspection, a social worker was undertaking a review of a resident. She commented on the good communication with the service and any issues identified are immediately addressed. She added that she believed the residents were receiving the appropriate personal care they required.

Menus offered a variety and residents are able to make personal choices. Therefore we observed meals at lunchtime being based on wishes. One resident said *'there is too much food'* and, in discussion with the Registered Manager, her intake is being monitored as she eats very small portions.

People experience warmth, attachment and belonging, develop relationships and feel recognised and valued by others.

It is recognisable, on entry to the service, that there is a welcoming, warm and 'homely' atmosphere. Relatives, the Social Worker and residents confirmed this. In discussion with the Registered Provider, Manager and staff this is done through talking with the residents and their relatives to ensure the service users are happy and content. This philosophy makes the Laurels an exceptionally welcoming environment. Relatives, in discussion, confirmed this. *'My mother calls it a shared home rather than a care home'* one relative told us. Another said that *'The Laurels is a caring, homely and professional establishment.'* Staff turnover is very low, currently, and the training programme viewed, offers staff opportunities to develop professionally. The positive outlook from staff during the inspection created a pleasant and humorous environment that, when we sat with residents, was influential in making it a 'home from home'..

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.