

Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

The Pines
Mona Terrace

Criccieth
LL52 0DE

Type of Inspection – Focused
Date(s) of inspection – Wednesday, 11 February 2015
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Summary

About the service

The Pines is situated in Criccieth town centre and provides nursing and personal care for up to 36 people over the age of 65 who have a diagnosis of dementia. Madog Nursing Home Limited is registered as provider and Andrew Mark Paynter is the person nominated by the company to be the Responsible Individual for the home. The registered manager is Gwen Maurice.

At the time of the inspection visit there were thirty six people accommodated, twenty eight of whom were in receipt of nursing care.

What type of inspection was carried out?

We, Care and Social Services Inspectorate Wales, (CSSIW), conducted a focused inspection of the home to look at the quality of life of people who use the service. We visited the home, on an unannounced basis between the hours of 9.30am and 2.50pm, on Wednesday 11th February 2015.

The information for this report was gathered from the following sources:

- Discussions with people using the service, visitors, staff members and the registered manager.
- Scrutiny of a sample of service users' and staff records and other documentation required to be kept in the home.
- Observation using the Short Observational Framework for Inspection (SOFI) tool. The SOFI tool enables inspectors to observe and record life from the perspective of people who use the service; how they spend their time, activities, interactions with others and the type of support received.
- General observations made during the inspection visits.

Prior to the inspection visit we received a concern about the lack of hot water in some of the bedrooms and staff working long hours. During the inspection, we established that there was a problem with the hot water supply to two of the bedrooms. Work to resolve the matter was on-going at the time of the inspection visit and we subsequently received confirmation from the provider that the issue has now been resolved.

We viewed the staffing rotas and established that one of the nurses had worked a 24 hour shift recently due to the agency nurse that was scheduled to work the night shift not turning up. We spoke with the nurse concerned who confirmed that this had happened and that they had no problem with covering the shift as it was a night shift and that the workload on nights was comparatively low at the time.

No other issues of concern were highlighted from inspecting the rotas or during discussions with the staff.

What does the service do well?

The service is expected to meet the Care Homes (Wales) Regulations 2002 and National Minimum Standards for Care Homes for Older People.

The decoration, furniture, fixtures and signage within the home have been designed in line with current good practice guidance and research relating to the care of people with dementia.

What has improved since the last inspection?

The last inspection of the home was conducted on the 14th of November 2013. The following improvements to the service have been made since then.

- Gwen Maurice was registered as the manager of the home in June 2014.
- Considerable refurbishment work has been undertaken to make the environment more dementia friendly. This includes the provision of photographs, paintings and murals in the corridors to make these areas more stimulating and interesting to people who use the service. A new café style dining area has been created on the lower ground floor. This provides a stimulating and interesting area for people to have their meals and refreshments or just to sit in during the day.
- A new lift has been installed.
- A new biomass heating system has been installed.

We were informed by the registered manager that the lounge on the ground floor is to be re-decorated in the near future.

We saw that work was on going to make the patio area on the lower ground floor more inviting to people who use the service with the removal of the wooden gazebo and relocating of planters.

What needs to be done to improve the service?

No non-compliance notices were issued as a result of this inspection.

Quality Of Life

We found the overall quality of life of people using the service to be good.

We found that people are treated with dignity and respect. Staff are provided with training and are supervised on a daily basis by the manager and other registered nurses to ensure standards are maintained.

The people using the service were greeted in the lounges, dining areas or in their own bedrooms. We observed warm and friendly interactions between staff and people who use the service and could see that people experienced a sense of wellbeing from this. We saw one person having their hair done by a staff member whilst another staff member was singing with a small group of people. Another staff member was seen reading to an individual whilst at the same time encouraging them to eat their lunch. We also saw that there was good interactions between the people who use the service and each other. This was particularly evident in the dining area where people were seen to be chatting and offering each other reassurance.

We found that every effort is made to find out about the person and what is important to them. We saw this when looking at records and when speaking with staff. We found that staff were aware of people's likes and dislikes and of how to approach individuals when attending to their care needs. We saw that people were dressed in freshly laundered clothes with attention paid to personal appearance.

We saw staff being alert as to when people needed support with personal care, giving discreet assistance. We observed good staff interactions demonstrating genuine affection, care and concern for people who use the service. We heard staff using respectful language and tone when speaking with people and when discussing their care needs.

A regular visitor to the home told us that they are always made to feel welcome and are offered a meal and refreshments when visiting.

We found that people experience appropriate responsive care from staff with an up to date understanding of their individual needs and preferences. This is because each person has a detailed, person centred plan of care, which includes appropriate risk assessments. We saw that these are reviewed on a regular basis and monitored daily. On examination of the care documentation we found that appropriate Deprivation of Liberty Safeguards (DoLS) authorisations are requested.

People remain healthy because their needs are anticipated and they are enabled to have access to specialist or medical support. Staff receive the necessary training in order to identify changing needs. People who use the service have access to local health care professionals. We saw evidence of this in the care documentation viewed.

People are active, positively occupied and stimulated. The home employs an activities co-ordinator. Activities are arranged on a regular basis. We saw staff spending time talking with people who use the service and engaging them in various, spontaneous one to one activities. We saw items placed around the premises to interest and stimulate people with dementia. We also saw evidence, in the form of photographs, of recent activities that had taken place in the home.

We saw that work was underway to make the patio area on the lower ground floor more inviting with the removal of the wooden gazebo and the relocation of the planters.

Quality Of Staffing

This inspection focused on quality of life for people using the service. We did not consider it necessary to look at the quality of staffing in detail on this occasion. This theme will be considered during future inspections.

Quality Of Leadership and Management

This inspection focused on quality of life for people using the service. We did not consider it necessary to look at the quality of leadership and management on this occasion. This theme will be considered during future inspections. However, we were mindful of the fact that the registered manager had recently been overseeing the running of another home owned by the company and we were keen to establish what effect this was having on service provided at The Pines. We saw no evidence that the service provided at the Pines had been adversely affected and were reassured that the registered manager continues to spend sufficient time at The Pines in order to meet regulatory obligations.

Quality Of The Environment

This inspection focused on quality of life for people using the service. We did not consider it necessary to look at the quality of the environment on this occasion. This theme will be considered during future inspections. However, we found the accommodation to be furnished and decorated to an acceptable standard. We saw evidence of on going improvement in the fabric of the building.

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.

- **Focused 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 focused 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.

