



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

## Care and Social Services Inspectorate Wales

Care Standards Act 2000

# Inspection Report

The Pines

Mona Terrace  
Criccieth  
LL52 0DE

Type of Inspection – Baseline

Date(s) of inspection – Friday, 27 November 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.

### What type of inspection was carried out?

We, Care and Social Services Inspectorate Wales, (CSSIW), conducted a baseline inspection of the home to look at the quality of life for people who use the service, quality of staff, quality of the environment and quality of leadership and management. We visited the home, on an unannounced basis between the hours of 9.30am and 2.50pm, on Friday 27<sup>th</sup> November 2015.

We used the following to assist with our inspection:

- We viewed the care files and associated risk assessments of 3 people using the service.
- The practice of staff was observed throughout the inspection visit.
- Discussions held with two people living at the home.
- Discussions held with the registered manager and three staff members.
- A tour of the home.
- Medication audit produced by the home.
- We looked at the policies and procedure file.
- Staff rotas.
- Staff supervisions.
- Three staff files.
- We viewed the homes maintenance programme.

We completed a medication administration and management assessment which identified areas of good practice.

Observation using the Short Observational Framework for Inspection (SOFI 2) 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.

### What does the service do well?

The Pines provides a good standard of care for the people who use the service.

**What has improved since the last inspection?**

The lounge on the ground floor has been re-decorated.  
The home introduced iPad's in the home; we were told these are used to promote communication with people living in the home and their relatives.

**What needs to be done to improve the service?**

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

We noted the laminate flooring in the main corridor and in some bedrooms on the second floor required repairing. We were told by the registered manager there are plans in place to replace this flooring next year. We were shown evidence in the form of a renewal programme.

## Quality Of Leadership and Management

We found the overall quality of the leadership and management to be good.

People living here can expect to be provided with information about the care and services provided by The Pines. The service has reviewed their Statement of Purpose and Service User Guide. These are legally binding documents which provide prospective people wishing to use the service with information about what care and services they can expect to receive, to help make an informed decision about whether The Pines can meet their needs. They also serve as a reference resource once people use the service. The documents reflect that people will receive a service which is 'respectful of their privacy, dignity and independence'.

People experience an improving service which they can rely upon. This is because the management of the home continue to invest in the upkeep and refurbishment of the building. We found that work in this area was on-going.

People see visible accountability and know that there are people who are overseeing the service. This is because people are aware of the management arrangements and know who to approach if they have any issues of concern. The Responsible Individual is in contact with the home on a regular basis.

People using the service can be confident that the management will respond positively to feedback and critical incidents. This is because there is a written complaints procedure in place. People told us that they would approach the registered manager should they have any concern or questions about the service provided.

People can be assured of adequate staffing levels to meet their needs. This was evident on the day of inspection and also confirmed by staff. We were told by the registered manager that consideration had been given to the high level of dependency needs of people using the service and for this reason staffing levels have increased from seven to eight staff during the day and from three care staff to four staff at night.

## Quality Of Life

Overall, we (CSSIW) found that people living in The Pines experience a good quality of life and receive care aimed at promoting their physical well being.

The evidence seen at inspection indicated that, on the whole, people have opportunities to influence their care and exert control over important aspects of their daily lives. We saw people were able to decide when to get up, what to wear and were provided with a choice of meals. The main corridor leading to the dining room has been created to look like a street with shops. This leads into the main dining room which has been decorated to give the impression of walking into a café. Observations carried out during the meal demonstrated that people's choices were respected. We also saw some people were provided with alternative meals dependent upon their needs or individual preferences. Snacks and drinks were offered in between these times, which demonstrate good practice for people living with dementia.

People's social needs are met in addition to their physical needs. This is because the home have now employed an activities co-ordinator who organises a regular programme of activities. There was photographic evidence of the activities that have been organised during the year and posters displayed around the building of forthcoming events. We spoke with one relative who felt that the activities offered were good to very good. We saw people using a quiet sensory room which had gentle stimulation of light, sound, touch, smell and movement used to enhance feelings of comfort and well-being, and relieve stress. We saw that people were provided with support to engage in leisure and social activities. These opportunities are important as they ensure that people achieve a sense of fulfilment through being positively occupied and stimulated. We saw an activities programme displayed in the front entrance of the home. Photographs showing people engaged in activities were on display. We saw that people were able to choose whether or not they wished to take part in activities.

People remain healthy because an examination of a sample of resident's care documentation demonstrated that people feel confident they will receive the care they need to maintain their physical health well being. We saw care plans were in place in the sample files we looked at and that the plans were regularly reviewed and updated to reflect people's current needs. Our review of the documentation showed that plans were in place for the specific health conditions of each person. We therefore found that people may feel assured they will be cared for by staff who have an up-to-date understanding of the support they require. This was further evidenced in discussion with a staff member. The carer demonstrated knowledge of the needs of a resident and the care that was required to assist the person. We also saw evidence that the home liaised appropriately with other professionals, including general practitioners. We saw that care plans were updated to incorporate the advice of specialists such as speech and language therapists and tissue viability nurses who provide specific advice on skin care.

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 observed good staff interactions demonstrating

genuine affection, care and concern for people who use the service. We saw that people were dressed in freshly laundered clothes with attention paid to personal appearance.

## Quality Of Staffing

Overall, we found that people have confidence they will be supported by staff that are warm, friendly and motivated to make a difference. Staffing levels on the day of the visit were seen to be satisfactory and met the needs of the people living at the home.

We reviewed a sample of staff personnel files including the records relating to the supervision of staff. Supervision in this context refers to a formal meeting between the staff member and a senior member of the staff team. The meeting allows for discussion of practice issues, training and development opportunities and any support the staff member may require. Generally we found that care staff received regular supervision and staff confirmed this. This is important as it helps to ensure that staff members feel appreciated and aids development.

Review of the staff files demonstrated that, people feel confident they will be cared for by staff that have been appropriately recruited. We saw that the provider undertakes checks with the Disclosure and Barring Service (DBS). These checks are essential to ensuring that a person is fit to work within a care environment with vulnerable people. The records demonstrated that the registered provider conducted these checks on a three yearly basis. This demonstrated a commitment to good practice in staff recruitment and staffs fitness to work.

People enjoy being cared for by motivated staff who are appreciated and want to make a positive difference to people's lives. This is because the staff team feels supported by the management. Staff told us during the visit that they enjoyed their work and felt sufficiently supported to do their job competently. Comments from staff included: 'The managers door is always open to staff, residents and their families.' Staff meetings are held and staff told us they were able to contribute ideas. We observed daily life within the home and saw that, on the whole, staff interacted with residents in a natural and genuine manner. We noted people positively responded to this engagement and that people appeared to be settled and content. Care was seen to be provided in a calm and unhurried manner.

People have good interactions with staff. We saw positive examples between residents and staff throughout our visit to the home and during observations undertaken during the lunch time meal which we found to be relaxed. We saw that people were addressed by their chosen names and respectful tones were used by staff. We also saw humour and warmth between residents and staff. We saw appropriate touch being used by staff when communicating with residents especially those with hearing impairments or with sight difficulties.



## Quality Of The Environment

People live in a homely, comfortable and well maintained environment. The premises were light, airy clean and free from offensive odours. People have sufficient toilet, washing and bathing facilities to meet their needs. Individual bedrooms had been decorated to display personal possessions. A programme of routine maintenance and renewal of the fabric and decoration of the premises was produced on the day of the inspection.

People are able to meet others and develop relationships in communal areas and have private space should they need it. We were told that there are no restrictions on where people spend their time as long as they are safe and it was evident that people who can mobilise well can access the facilities at will. The home's statement of purpose / service user guide states that 'residents will have privacy on receiving any visitors, and staff will abide by the residents choice of any visitors the resident does not wish to receive.' We spoke with two visitors who confirmed they are able to speak in the privacy of the residents bedroom if they so wish. We saw that the home had two lounges and a large dining room where residents are encouraged to meet others for activities or companionship and were shown the new hairdressing salon where people can meet to socialise whilst having their hair done.

People can be confident that equipment is safe because of good maintenance. We saw records that demonstrated this. The passenger lift, bath hoists, gas and electrical equipment had been serviced and were well maintained with service certificates available for inspection. Maintenance contracts were also in place to ensure equipment is kept in good order. The home have systems in place to check, on a weekly basis, that the fire alarm is operational, that the call bell system is working and that water temperatures throughout the home are monitored. On a monthly basis the maintenance person checks that all shower heads are sterilised, all fire safety is maintained and fire door closures are compliant with safety standards. We were shown evidence the handy man visually inspects the home twice daily to identify any areas that require fixing or updating.

People are reassured that they can be safe from strangers entering the premises, that their personal belongings are secure and that personal information about them is properly protected. We saw that doors into the home are secure and that visitors have to ring the door bell to gain access. We saw that peoples' files and assessment information is securely stored within lockable office.

## How we inspect and report on services

We conduct two types of inspection; baseline and focused. 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. Focused 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.