

# CAERPHILLY COUNTY BOROUGH COUNCIL DIRECTORATE OF SOCIAL SERVICES

## COMMISSIONING TEAM (ADULTS)

### CONTRACT MONITORING REPORT

**Name/Address Of Provider:** Glan-Yr-Afon Nursing Home, Glan-Yr-Afon Lane, Fleur-De-Lys, Blackwood, NP12 3WA

**Date Of Visit:** Thursday 13<sup>th</sup> & Friday 14<sup>th</sup> July 2017

**Visiting Officer(s):** Ceri Williams: Contract Monitoring Officer,  
Caerphilly CBC

**Present:** Arleen Testa: Manager, Glan-Yr-Afon  
Wendy McDonnell: Liaison Manager, Glan-Yr-Afon

#### **1. Background**

- 1.1. Glan-Yr-Afon is a large 2-storey care home that is registered to provide care and nursing for a maximum of 39 people. At the time of the visit there were 2 vacancies.
- 1.2. The last monitoring visit was completed on the 10th May 2017 and at this time there were no corrective actions and 1 developmental action identified.
- 1.3. The purpose of this announced visit was to speak to resident's relatives and staff at Glan-Yr-Afon and to complete the relevant sections of the monitoring tool.

#### **2. Previous Recommendations**

- 2.1 There was one developmental action from the previous monitoring visit;
  - 2.1.1 The manager to forward all complaints and compliments to the Commissioning team.  
**Partly Met:** There have been no complaints raised at the home to inform the Commissioning Team. However, there have been lots of compliments. The manager to forward any compliments to the Commissioning team.

#### **3. Findings from visits**

- 3.1. Documentation

- 3.1.1 Two residents' files were viewed as part of the visit. The files seen were clearly indexed and constructed to ensure information was easily accessible.
- 3.1.2 There was a current CCBC care plan on file for one resident and a current review on file for the other resident who has resided at the home for some time. All tasks on the care plan and review had been incorporated into the service delivery plans.
- 3.1.3 Service delivery plans were present and very detailed giving an understanding of the tasks that needed to be carried out and also personal preferences. They were found to be person-centered and also included what was able to be done independently.
- 3.1.4 There was clear evidence of regular monthly reviews of the service delivery plan. The reviews viewed included changes in moving and handling, oral hygiene and nutrition.
- 3.1.5 Daily records viewed were very detailed. Much detail was around care tasks completed but also included was evidence regarding well-being and social activities enjoyed by the residents.
- 3.1.6 There was clear evidence in client's files that the home makes referrals to appropriate outside agencies.
- 3.1.7 Also available on file were Life Stories giving a detailed picture of the resident including likes, dislikes, past work and hobbies. This is an important part of care planning giving staff an opportunity to engage and build relationships with residents, based on insight into their lives.
- 3.1.8 There was clear evidence within daily records and monthly reviews of improvements in a resident including mood, appetite and management of condition.

## 3.2 Staffing

- 3.2.1 Two staff files were viewed during the monitoring visit to ensure compliance with National Minimum Standards on recruitment. Both files were in good order and contained all the relevant documentation including detailed application form, interview record with scoring, photograph's of staff member and verified references.
- 3.2.2 The files also included details of Disclosure Barring Service checks undertaken. Also a thorough induction, and a review held with staff once they have completed their induction.

## 3.3 Training & Supervision

- 3.3.1 The training matrix was made available to the Monitoring Officer. It showed compliance with mandatory training and also non-mandatory training in order to meet specific needs of the residents.
- 3.3.2 There were some training gaps identified however, it is acknowledged that there is a full training programme planned for the year Jan – Dec 2017.

- 3.3.3 The supervision matrix was also made available to the Monitoring Officer. The matrix evidenced that staff receive regular supervision every two months in line with national minimum standards.
- 3.3.4 Also evidenced was that all staff had received an annual appraisal. Furthermore staff's appraisal goals were provided to the Monitoring Officer which identified their training and development needs and their progress on achieving them.
- 3.3.5 It was pleasing to note that the majority of care staff had achieved a relevant QCF qualification with the remaining staff already enrolled to achieve the relevant qualification.
- 3.3.6 Staff are encouraged to gain qualifications and are rewarded when they have completed qualification.

#### 3.4 Facilities & Observations

- 3.4.1 The home is pleasantly decorated, has a light airy feel, is pleasant to walk around and feels homely. There were no malodours noticed in the home.
- 3.4.2 The home is a large older building which requires ongoing maintenance. Improvements this year include, trees removed to allow more light within the home, sinks being removed from residents rooms replaced with vanity units and decoration and new flooring in the small lounge.
- 3.4.3 Observations during the visit evidenced people are treated with dignity and respect, and care is person-centered. Staff were seen engaging and sharing with residents and catering to personal preferences.
- 3.4.4 The home now has a defibrillator and, staff have received training from Welsh Ambulance Service on how to use it. Also invited to this training were members of the local community who the home invited should anyone need access to this equipment.
- 3.4.5 Lunchtime was observed to be an enjoyable time of day with interaction between staff and residents and music playing. Food served is freshly prepared and locally sourced. Staff catering to peoples preferences and alternatives offered if required.

#### 3.5 Residents and Relatives Feedback

- 3.5.1 Two relatives were spoken to gain feedback. Feedback from both was extremely positive.
- 3.5.2 Both relatives stated that they feel welcome at the home, are encouraged to attend activities/events and invited to relatives meetings.
- 3.5.3 Both relatives felt involved in the care provided to their loved ones and stated that communication is excellent at the home with them being kept informed of any changes

in conditions or appointments with visiting professionals should they wish to be present.

- 3.5.4 When asked if they felt comfortable to approach the manager or staff with any issues both relatives said they would have no hesitation in raising any concerns with any staff.
- 3.5.5 When asked about any improvements that could be made, neither relative could suggest any.
- 3.5.6 Both relatives felt that their loved one was well looked after the staff were 'very caring' and 'absolutely fantastic'
- 3.5.7 Two residents were spoken to during the visit. Both residents gave positive feedback on the home and the staff.

### 3.6 Staff Feedback

- 3.6.1 One staff member was spoken to during the visit and was a relatively new member of staff.
- 3.6.2 The member of staff stated that she felt valued and supported within her role.
- 3.6.3 The member of staff showed excellent knowledge of clients, how to communicate with them and their personal preferences.
- 3.6.4 When asked if they felt encouraged to offer suggestions regarding the running of the home the staff member stated that yes absolutely the manager was open to any new ideas and suggestions.
- 3.6.5 If the member of staff witnessed poor practice or doing something wrong they stated they would have no hesitation in speaking to the manager regarding it.
- 3.6.6 The staff member stated that they are encouraged (when time is available) to sit with residents and chat and share their lives with them.
- 3.6.7 The staff member also demonstrated the knowledge of helping people to remain independent by encouraging residents to perform tasks themselves, where applicable.
- 3.6.8 The staff member explained that she has had a thorough induction period, including training and a review and has started a QCF qualification.

### 3.7 Activities

- 3.7.1 There is a full time activities co-ordinator employed at the home.
- 3.7.2 Whilst visiting the home the contract monitoring officer noted that there was a singer in the main lounge providing entertainment and also a visit from the local school of approx. 14/15 year olds who were considering occupations in the care sector.

- 3.7.3 There is an activities programme in place for residents including outside entertainers, crafts, and reminiscence activities.
- 3.7.4 There are also monthly visits from a local nursery of 2 and 3 year olds who interact with the clients.
- 3.7.4 Residents benefit from trips to the seaside, fete's and barbecue's, and trips into the local village.
- 3.7.5 The home are always looking for new and innovative approaches to care and have been involved in a 'Pimp my Zimmer' project with the local health board, which encourages residents to decorate their Zimmer as research has shown that people with dementia do not recognise the colour grey. This has led to decrease in the number of falls recorded at the home.

### 3.8 Quality Assurance

- 3.8.1 The home produces a comprehensive quality assurance report every year.
- 3.8.2 There was only one complaint received by the home in the last year. There were a number of compliments received by way of cards received, donations made to the home and positive comments left in the comments book at the home.
- 3.8.3 Surveys were sent out to residents, relatives and staff. The percentage of returns was good and the satisfaction levels across all areas were very high. Details of all the surveys are available from the home.

## 4. Corrective / Developmental Actions

### 4.1 Corrective Actions

There were no corrective actions identified.

### 4.2 Developmental Actions

- 4.2 The manager to forward all compliments and complaints to the Commissioning Team.

## 5. Conclusion

- 5.1 The visit was extremely positive and there was a welcoming, happy atmosphere throughout. All feedback received, regarding the home and the staff, was extremely positive. The home felt relaxed with a genuine welcoming feeling.
- 5.2 In line with Caerphilly County Borough's contract monitoring strategy, routine monitoring will continue on at least an annual basis.
- 5.3 The Contract Monitoring Officer would like to take this opportunity to thank the residents, staff and relatives at Glan-yr-Afon for their time and hospitality throughout the monitoring process.

Author: Ceri Williams

Designation: Contract Monitoring Officer

Date: 25 August 2018

**N.B.** This report will be made available via Caerphilly County Borough Council's internet site. Hard copies of the report will also be made available to prospective residents and/or their families should they ask to see them.