

**CAERPHILLY COUNTY BOROUGH COUNCIL, DIRECTORATE OF SOCIAL SERVICES**

**COMMISSIONING TEAM**

**Contract Monitoring Report**

**Name/Address Of Provider:** Min-y-Mynydd Residential Home, Eglwys Fan, Hill Street, Rhymney NP22 5JJ

**Date/Time Of Visit:** Tuesday 23<sup>rd</sup> May 2017 at 09:30 a.m.

**Visiting Officer(s):** Caroline Roberts, Contract Monitoring Officer  
Andrew Davies, Contracts Monitoring Officer

**Present:** Jennifer Carter, Manager

**1 Background**

- 1.1. Min-y-Mynydd is registered with Care Social Services Inspectorate for Wales to provide residential care to people who have dementia. The home is situated in Rhymney and is owned and run by Caerphilly County Borough Council.
- 1.2. Min-y-Mynydd, in the past, has been involved with Age Cymru's "My Home Life" project and more recently progressing service development of Dementia Care Matters ethos.
- 1.3. The last visit was positive, with no corrective actions recorded.
- 1.4. Dependant on the findings within the report, corrective and developmental actions may be given to the provider to complete. Corrective actions are those that must be completed as governed by regulations such as NMS, and developmental actions are those that are deemed good practice.

**2 Previous Recommendations**

2.1. Corrective Actions

- 2.1.1. None recorded on previous visit.

2.2. Developmental Actions

- 2.2.1. None recorded on previous visit.

### **3 Findings from Visit**

#### **3.1. Documentation**

- 3.1.1. Service Plans contained very specific information about the person they related to and all relevant needs and conditions were recorded.
- 3.1.2. Reviews had been completed at least monthly and contained references to anything that had happened over the previous month. Staff had evidenced reading daily records to inform the reviews by what they had recorded and by referring to specific incidents.
- 3.1.3. It was noted that some Service Plans and Reviews were not fully dated. This is important when undertaking monthly reviews etc. Therefore, this matter was discussed with the Manager so that staff may be reminded of the importance of fully dating documentation.
- 3.1.4. May's daily notes were not viewed by the Monitoring Officers. However, the month of April were detailed and made reference to spontaneous and unplanned activities such as chatting, helping carers wash dishes, going out into the garden, walks to the local park as well as activities that had been organised.
- 3.1.5. It was noted on the one file viewed that the individual had been involved in service planning and a signature was present as evidence of this. Min-y-Mynydd uses 'This is Me' which provides detailed background information of individuals, providing the reader with personal, important information of the individual such as previous occupation, likes/dislikes, what upsets him/her, topics for discussion etc.
- 3.1.6. From the two staff files viewed, one did not have interview records.
- 3.1.7. Risk assessments in the files appeared to have been completed for all known risks and were specific, current and comprehensive. There were clear management strategies in place for managing the identified risks.

#### **3.2. Relatives**

- 3.2.1 The home encourages people to visit with their family before coming to live at Min-y-Mynydd, and there is no limit to the number of times people can come.
- 3.2.2. The home has forms in place on each resident's file that indicates how and when relatives are to be contacted with details of any incidents, illnesses etc.
- 3.2.3. There are no restrictions on when people can visit or the number of people coming into the home at one time. The home would accommodate any requests to stay overnight with relatives if possible.

### 3.3. Activities

- 3.3.1. The staff at Min-y-Mynydd are encouraged to promote daily activities with the residents such as manicures, make-up sessions, styling hair etc.
- 3.3.2. On the day of the visit, the home was expecting a clothes seller. This provides the residents with an opportunity of browsing through the clothes and purchasing should they chose to do so.
- 3.3.3. The home has a garden area where residents may grow their own plants or vegetables. The garden is usually accessed when the weather permits.
- 3.3.4. As at previous visits, seasonal and topical activities are still running, with things like football, rugby, gardening in good weather etc.
- 3.3.5. The home is close to local amenities in Rhymney and facilitates lots of opportunities to go out into the community, such as shopping trips, walks to the local park and excursions out of the home, accompanied by relatives where possible.
- 3.3.6. There are also opportunities for residents to maintain their independence with everyday living, such as laying tables, dusting etc.

### 3.4 Facilities and Observations

- 3.4.1. The Manager explained that there are some plans to improve the environment within the home and this will be an ongoing project with the help of the Facilities Department within Caerphilly County Borough Council.
- 3.4.2. There are functional areas for residents to use, such as kitchen facilities, which is pleasing as it will enable people to make drinks and snacks independently and at their own pace.
- 3.4.3. Residents' finances were discussed and the home has a safe in which it stores personal allowance belonging to the residents. Only delegated officers have access to the safe.
- 3.4.4. Min-y-Mynydd is separated into three 'Houses' in order that staff can offer the appropriate care for individuals who are at similar stages of dementia. The three 'Houses' are named after flowers and are Daffodil, Bluebell and Primrose.
- 3.4.5. Residents are able to access telephones for personal use and this can be undertaken in private. If a family member wished to speak with their loved ones in Daffodil or Bluebell House, the resident would be accompanied to the main office to take the call. Staff would then leave them in private. Residents in Primrose House would take a phone call in the lounge area where they have privacy.
- 3.4.6. Pets are welcome at Min-y-Mynydd and some family members enjoy visiting

their relative with their pets. Some of the animals that are taken to the home are actually owned by individuals who reside at Min-y-Mynydd.

- 3.4.7. The Manager was confident that the home could cater for religious and spiritual needs of the people who live there. Some family members take their relatives to Church or Chapel on a Sunday evening. One gentleman, who was receiving respite at Min-y-Mynydd, was unable to attend his Church; therefore, staff supported his religious need by reading pastures from his Bible to him, which was much appreciated.
- 3.4.8. During the visit, the monitoring officers observed lunch and noted that the staff were attentive to needs and that the food appeared to be enjoyed by all. In particular, it was observed that people were given a choice and the cook went around each table showing the food available and explaining what each dish was. Therefore, the residents could see and smell what was on offer. Members of staff sat with the residents and conversation flowed. It was observed that a member of staff discreetly left the dining area with a resident and later returned; therefore being respectful and maintaining the residents dignity and privacy.
- 3.4.9. Doors to the home are kept locked with a code for safety reasons due to people's cognitive abilities and diagnoses.
- 3.4.10. Communal areas are clean and pleasantly decorated, with separate rooms to access for privacy if required. There is also scope for staff to move furniture around in communal areas depending on what is going on.
- 3.4.11. Residents are encouraged to bring in personal items and small items of furniture from home to make the transition a more pleasant experience and also to ensure the home is made more comfortable for the residents.
- 3.4.12. There are areas in the home where visitors can speak with residents in private if required.
- 3.4.13. On arrival at Min-y-Mynydd, it was obvious that the residents were happy at the home. Monitoring Officers witnessed the interactions between staff and residents, and also between the residents themselves. When sat with the residents for lunch, it was noted that on both floors, residents have formed good friendships with each other and the care staff. Music was playing in the background on the upper floor whilst residents were having their lunch. This added to the relaxed, informal atmosphere. On the ground floor it was noticed that there was no background music, and the Monitoring Officers felt that this would have added to the lunchtime experience, although it was still a good experience overall.
- 3.4.14. The tables in both dining areas were pleasantly laid, giving it a homely feeling/atmosphere. One individual was a little behind the other residents with regard to eating her main meal. However, it was lovely to see staff encouraging her to maintain her independence with regard to feeding herself.

### 3.5. Staffing

- 3.5.1 The Manager reported that staff supervisions are split between herself, the Deputy Manager and also the Senior Care Officer. From the two staff files viewed, one contained a supervision record which evidenced bi-monthly supervision, whilst another was not so regular. The supervision matrix showed that supervision sessions are not always taking place every two months for all staff as required.
- 3.5.2 Staff are taught to be flexible to people's requests and the days are as resident-led as much as they can be.
- 3.5.3 At the time of visit, there are no residents in Min-y-Mynydd whose first language is Welsh. However, with the introduction of the Welsh Language Standards being introduced on 30<sup>th</sup> March 2017, every effort will be made to work towards providing services to Welsh speaking residents in the language of their choice.
- 3.5.4 Staff meetings are held; one for kitchen staff and one for carers. During such meetings, individuals have the opportunity to discuss their roles and responsibilities and to make any suggestions in respect of improving the delivery of care etc.
- 3.5.5 Two staff files were seen during the visit. It was positive to note that most required information was present on the files, such as two references, a detailed application form, and interview records. The files did not contain signed contracts of employment, and the Manager advised that these might be held centrally by the HR department.
- 3.5.6 It was agreed that the Manager would make enquiries with the HR department as to whether or not such documentation is held with them. Should this not be the case, such signed contracts should be retained on the individual staff members file.
- 3.5.7 When asked if carers work over 48 hours per week, the Monitoring officers were advised that some carers have in extreme emergency cases; however all avenues are explored before such requests are made. It was suggested to the Manager that enquiries are made with respect to the EU opt out (European Working Time Directive).
- 3.5.8 DBS certificates were seen on staff files. Such certificates should be retained by the individual staff member. Should staff wish for the home to retain their DBS certificate, there should be written consent evident for the home to do so.
- 3.5.9 Monitoring officers had the opportunity of speaking with a member of staff and the carer advised that staff have the opportunity to offer suggestions in respect of how work is undertaken or to suggest alternative ways of working. Some suggestions have been taken on board and have been implemented; therefore making it easier for staff and to allow them to spend more time with the residents.

3.5.10. It was pleasing to hear the carer provide the Monitoring Officers with personal information of a particular resident. The carer evidenced that they had knowledge of the residents likes/dislikes, family make-up and also the residents former occupation and the area from which he came.

### 3.6 Quality systems

3.6.1. The Manager reported that the home's quality assurance report has yet to be undertaken. However, annual surveys are distributed to residents, relatives/advocates and staff for feedback. The survey focuses on life at Min-y-Mynydd and provides an opportunity for residents/relatives/advocates to notify the home about what they like, dislike and what they would like to see in the future.

3.6.2. A family meeting was held on 5<sup>th</sup> May 2017 and was well attended. It was an opportunity for the Manager to get to know the relatives of the residents. Whilst no areas of concern were highlighted, one of the topics discussed was the 'Matching Exercise' which is currently being undertaken at Min-y-Mynydd.

3.6.3. The 'Matching' is a process whereby individuals are matched together according to their needs. Each house (Daffodil, Primrose and Bluebell) will provide different levels of care best situated to meet an individuals needs.

### 3.7. Training

3.7.1. Mandatory training for staff is an ongoing task; however, the Manager was able to confirm that this is now up to date and that a programme of keeping up to date with training is being made easier by the recent collaboration between Caerphilly County Borough Council and Blaenau Gwent County Borough Council's training departments.

3.7.2. The Training Matrix could not be accessed; therefore, it was difficult to identify any areas where staff had not received training, or were due for refresher training.

### 3.8. Reports from agencies

3.8.1. Feedback from relatives of residents currently residing at Min-y-Mynydd are extremely positive. The home is currently undertaking the 'Matching' exercise, which will in the long-term enhance the quality of care provided to those going through the three stages of Dementia.

### 3.9 General

3.9.1. End of life wishes were discussed with the Manager and it is the home's aim that this is discussed as early as possible, and preferably before entering the home.

- 3.9.2. After a resident has passed away, the home would accommodate relatives' wishes to spend time in the person's room if this was required. Should a family request to hold a relative's wake at Min-y-Mynydd, this can be discussed with the Manager. One was recently held at the home and this provided the individuals friends from Min-y-Mynydd and family members to pay their respects to each other and to enjoy reminiscing, thus evidencing the homely atmosphere.

#### **4. Corrective / Developmental Actions**

##### **4.1. Corrective actions**

- 4.1.1. All Service Plans and Reviews should be signed and fully dated i.e. 22 May 2017 and not May 2017. (NMS 6.4 & 7.2) **Timescale:** Ongoing – staff have been informed of requirement of recording full dates.
- 4.1.2. Manager to make further enquiries with regard to EU opt out regarding a 48 hour working week. (NMS 20.3) **Timescale: within 1 month of date of report.** Completed and staff will complete appropriate form.
- 4.1.3. Ensure that interview records are used and present on the staff files (NMS 22.1) **Timescale: Ongoing – interview records are now on files.**
- 4.1.4. Staff to receive supervision sessions every 2 months.(NMS 24.3)

##### **4.2. Developmental actions**

- 4.2.1. The home to make enquiries with HR as to whether signed contracts are retained with them. If not, signed contracts should be retained on individual staff members files. – Completed and details are held with HR.
- 4.2.2. Manager to discuss with staff if they wish to provide written consent to evidence their agreement for the Home to retain their DBS certificate. – Completed, letters/signatures now on files.
- 4.2.3. At the time of the visit, a Training Matrix was not viewed to due an I.T. problem. However, since the visit appropriate documentation has been shared with the Contract Monitoring Officer.
- 4.2.4. To introduce low background music into the downstairs dining area. – There is now a small stereo system in the dinning area.

#### **5. Conclusion**

- 5.1. The atmosphere at Min-y-Mynydd was positive and it was pleasing to witness staff interacting with the residents and joining them for their lunch. There was a lovely, warm atmosphere at the home.
- 5.2. It was extremely positive to focus this monitoring visit on how people live within the home and this gave an insight into how the residents spend their days and

how they are supported by staff to do so.

- 5.3. The Manager and staff are to be commended on working in line with Dementia Care Matters and by developing the three houses within Min-y-Mynydd. A family meeting was well attended and is a good way of openly communicating with both residents and relatives.
- 5.4. It is clear that the staff are committed to undertaking activities on a daily basis, weather permitting and depending on what individuals likes/dislikes are.
- 5.5. Routine monitoring will continue at Min-y-Mynydd, and the monitoring officer would like to thank all involved for their time, the information shared and the hospitality shown during the visit.

**Author:** Caroline Roberts  
**Designation:** Contract Monitoring Officer  
**Date:** Friday 13<sup>th</sup> June 2017

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.