



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

# Inspection Report on

## **Newton Grange Residential Home**

**26 Southward Lane  
Newton  
Swansea  
SA3 4QD**

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## **Description of the service**

Newton Grange Residential Home is registered to provide personal care and accommodation for up to 21 people over the age of 65 years. There were 15 people living in the home on the day of the inspection. The provider is Langland care Ltd. and the registered manager with day to day responsibility for the home is Mandy Jones.

## **Summary of our findings**

### **1. Overall assessment**

People living at Newton Grange are happy, feel safe and are treated with dignity and respect. Care is person centred with individual needs and preferences understood and anticipated. We saw that people had real choice in how they want to spend their day and have access to a variety of activities. People were offered warmth, encouragement and emotional support from an enthusiastic and well-motivated manager and staff team who know them very well. The environment was homely, comfortable and clean. Completion of the refurbishment of the premises will further enhance people's quality of life.

### **2. Improvements**

A variation of registration has been approved which has increased the registered maximum number of places to 21 .As part of a major refurbishment of the premises two new bedrooms have been added to the lower ground floor. Further upgrading of the building as outlined in this report is ongoing with work nearing completion.

### **3. Requirements and recommendations**

No areas of non-compliance were identified during this inspection. Section five of this report sets out the recommendations to improve the service. These are in relation to the storage of medication.

# 1. Well-being

## Summary

People living at Newton Grange are listened to and respected and have good relationships with the staff that care for them. They are happy, feel safe and are treated with dignity and respect.

## Our findings

People are supported to make day to day choices about their care whilst having their individual identities and routines recognised and valued. People we spoke with expressed real satisfaction about their life in Newton Grange, one saying: *"We have a laugh. It's nice and friendly"*. One visitor was very complimentary about the care their relative received at Newton Grange saying *"It gives me peace of mind"*. We saw that people were supported to make choices about how and where to spend their day. Most people sat in the main communal lounge chatting to other people and staff or listening to music whilst others relaxed in their own bedrooms. We spoke to the manager about the activities on offer and saw that these were clearly advertised on designated daily and weekly notice boards. Activities ranged from Bingo and quizzes to pamper days and film evenings. During our visit staff facilitated a musical memories session in the main lounge which proved very popular with people and staff. The atmosphere was very happy and jovial with people talking and laughing together. People told us about the recent trip out to the Gower with one saying *"I really enjoyed it and can't wait for the next one"*. We were told by the manager and responsible individual that they had employed a part time activities coordinator who would work with staff and people to develop the activities programme. People living at Newton Grange are engaged in meaningful activities that enhance their emotional, social and physical wellbeing.

People living at Newton Grange are involved, participate and feel valued. We saw good interactions between staff and people with lots of warmth and good humour. We saw staff actively engaging in conversations with people and supporting them where necessary to make choices in respect of meals or activities. Following discussion with people we found that there were regular residents meetings. This was confirmed by the manager however we were not able to see minutes due to maintenance work in the office on the day of our visit. Therefore we found that People have a voice and are listened to and encouraged to speak and express themselves.

People can feel that they are as far as possible safe from harm or neglect. We saw evidence that accidents and incidents were appropriately reported to CSSIW and an appropriate Deprivation of Liberty Safeguarding (DoLS) process was in place. People were safe from unauthorised visitors entering the building, as all visitors had to ring the front door bell prior to gaining entry and were requested to complete the visitor's book when entering and leaving. We saw that people had individual risk assessments and risk management plans in their care files including a comprehensive fire evacuation protocol in place for all people living at the home. Records were stored appropriately in locked filing cabinets in the main office. People living at Newton Grange have their best interests understood and promoted and their independence maximised by positive risk taking.

## 2. Care and Support

### Summary

Care for people living at Newton Grange is person centred with individual needs and preferences understood and anticipated. People are offered warmth, encouragement and emotional support from an enthusiastic and well-motivated team of staff who know them very well.

### Our findings

People receive proactive, preventative care and their wide range of needs is anticipated. They are supported by a team of staff that know them and their needs well and treat them with dignity and respect. We found that care records were comprehensive, personalised and up to date with detailed information and personal history. People were able to access the support of health and social care professionals appropriately including GP, district nurses and social workers. On the day of the visit we saw a visiting optician performing an eye test in the dining room for one person living there. We found that the system for ordering and auditing medication was good and saw that medication charts were signed and dated appropriately and had photographic ID attached. We saw that staff were trained and competent in the administration of medicines and had regular training updates. We were told that the home had a good working relationship with the local pharmacist who also carried out regular medication audits. Medication was stored in a lockable trolley in the dining room with additional storage space and the controlled drugs (CD) cabinet in a locked cupboard under the stairway. We found the room to be very small and cluttered with inadequate lighting. We were told by the manager that this was a temporary arrangement and that a separate, designated, clinical space was planned as part of the refurbishment. The responsible individual told us that he would ensure that the room was decluttered and suitable lighting installed as a matter of urgency. Overall people living at Newton Grange receive the right safe care at the right time in the right way.

People's individual nutritional needs and preferences are understood and anticipated. We observed people using the short observational framework for inspection tool (SOFI) at lunchtime in the dining room and saw that people were offered a choice of food and drink in an unhurried, calm atmosphere. Staff were attentive and sensitive to people's needs offering discreet support and assistance where required. We spoke with the Cook and discussed the process of people being supported to choose their daily meals and provision of special diets. At lunchtime we saw two choices clearly displayed on a board in the dining room. We also saw staff showing people what was on offer so that they could choose their preferred option. People told us that they enjoyed the food with one saying "*the Cook is marvelous*" and another "*The food is always good quality and tasty*". Therefore people's health is promoted through recognising and catering for their individual dietary needs.

People benefit from having sufficient numbers of staff to allow them to have personalised care in a timely manner. We noted that there were adequate staff on duty on the day of the inspection. We saw staff interact with people in a positive way offering warmth, encouragement and emotional support. People were treated with kindness and compassion and staff had the time and confidence to develop meaningful relationships with the people in their care. One person living there said: "*The staff are wonderful*" and a visiting relative said "*The staff are fantastic. I can't praise them enough*". People therefore receive care

from a staff team who are able to meet their assessed needs and respond to their individual wishes and requirements.

### **3. Environment**

#### **Summary**

People living at Newton Grange are cared for in a homely, comfortable, clean, and personalised environment. Completion of the refurbishment of the premises will further enhance people's quality of life.

#### **Our findings**

The Home provides people with accommodation that allows them to feel relaxed and comfortable. People's bedrooms were large and personalised to individual taste. The spacious lounge and dining room were well appointed, clean and comfortable with a homely atmosphere. The layout of the home offered quiet space for those that preferred it but also gave people the opportunity to meet and develop relationships with others. There was a small kitchenette area in the main lounge where people and visitors could make hot or cold drinks. We saw that a variation had recently been granted to increase the registered maximum number of places to 21. The refurbishment and upgrading of the premises was discussed with the manager and responsible individual. We found that plans included the addition of two new bedrooms, relocating the kitchen, laundry and manager's office and proposals for a designated clinical area for health assessments, meetings and suitable and safe storage of medicines. Therefore we found that people are cared for in homely, secure, warm and comfortable surroundings. Their quality of life will be further enhanced by the planned refurbishment of the premises.

People benefit from living in a relaxed environment with a range of facilities and equipment to meet people's assessed needs. The manager told us there was one member of staff who had responsibility for the maintenance and cleanliness of the home, and night staff helped with the laundry. We were shown the laundry room which was in the process of being relocated. The responsible individual told us that he would be employing a laundry assistant once the move was completed. We inspected the kitchen which holds a 5\* environmental health rating and found it to be clean and well equipped. We saw that health and safety checks were in place and recorded appropriately. People living at Newton Grange are therefore supported to live within a safe and secure environment.

## 4. Leadership and Management

### Summary

We found that people living at Newton Grange benefit from a service where the manager and staff team are enthusiastic and motivated. They are committed to improving the quality of life for people living there.

### Our findings

People living and working at Newton Grange can be clear about what the service sets out to provide as it is detailed clearly in the annual Statement of Purpose and Quality Assurance annual reports. People can be sure that the service was run with due care and attention to regulations and standards and that there were clear policies and procedures which were understood and reviewed regularly. Therefore we found that the values, vision and purpose of the home are clear with people knowing who to approach if any information is needed.

People benefit from a service which has clear direction and leadership. The registered manager was experienced and suitably qualified for the post and was supported by the responsible individual who visited the service regularly. People we spoke to said the manager was very visible around the home and operated an "open door" policy with one saying that the manager was "*very approachable and flexible*" and another "*I can always talk to the manager if I have a problem....they listen to what you say*". People know who to go to if they have any concerns and can be assured that they will be responded to in an appropriate manner.

People benefit from a service where staff are valued and well trained. We saw that people were cared for by motivated staff who wanted to achieve the best outcomes for those living at the home. People we spoke to told us that the staff were caring and supportive with one person living there saying, "*The staff are very obliging and helpful and work well together*". Staff we spoke to said they enjoyed their jobs and felt supported by colleagues and the manager. One person working at the home said "*I love coming to work and putting a smile on their face*". The staff records we looked at contained all the required documentation. We saw evidence of regular two monthly supervision and annual appraisals for all staff. We found that people receive care from staff who are aware of their roles and responsibilities.

## **5. Improvements required and recommended following this inspection**

### **5.1 Areas of non- compliance from previous inspections**

None

### **5.2 Areas of non- compliance identified at this inspection**

None

### **5.3 Recommendations for improvement**

We recommend the following:

Medication should be stored appropriately.

## 6. How we undertook this inspection

This was a full inspection undertaken as part of our inspection programme. We made an unannounced visit to the home on 9 August 2017 between 09.30hrs and 15.30hrs.

The following methods were used :

- Following up on good practice recommendations from the previous Inspection;
- We used the Short Observational Framework for Inspection (SOFI). The SOFI tool enables inspectors to observe and record care to help us understand the experience of people who cannot communicate with us;
- Discussions with people living at Newton Grange;
- Discussions with the manager, responsible individual ,four members of staff and a visiting relative;
- Tour of the buildings;
- Examination of three care files and medication administration records;
- Examination of three staff files and training records;
- Examination of other documentation, as detailed in this report;
- Feedback to the manager and responsible individual

Further information about what we do can be found on our website [www.cssiw.org.uk](http://www.cssiw.org.uk)

## About the service

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| Type of care provided                                      | Adult Care Home - Older                                      |
| Registered Person  | Langland Care Ltd  |
| Registered Manager(s)                                      | Amanda Jones   |
| Registered maximum number of places                        | 21 (Recent variation to increase from 19-21 places approved) |
| Date of previous CSSIW inspection                          | 6 May 2016   |
| Dates of this Inspection visit(s)                          | 09/08/2017   |
| Operating Language of the service                          | English  |
| Does this service provide the Welsh Language active offer? | No   |
| Additional Information:                                    |  |