



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 Manor House Care Home

St. Hilary
Cowbridge
CF71 7DP

Type of Inspection – Focused

Date(s) of inspection – Wednesday, 29 July 2015

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Summary

About the service

The Manor House Care Home is a listed building situated in the village of St Hilary, which is approximately two miles from Cowbridge.

The Manor House Care Home is registered with the Care and Social Service Inspectorate for Wales (CSSIW) to provide accommodation and personal care for a maximum of 30 persons. Within this total figure there may be up to 20 persons under or over sixty-five years of age requiring nursing care.

The Registered Provider is The Manor House St Hilary Limited. Mrs Susan Mary Evans has the combined role of Responsible Individual (RI) and Registered Manager.

What type of inspection was carried out?

On 29 July 2015 between 10.00- 1500, we (CSSIW) carried out an unannounced focused inspection of The Manor House Care Home.

The following methods were used to provide evidence for this inspection report;

- discussions with five people living at The Manor House Care Home.
- discussions with five staff working at The Manor House Care Home.
- observation of interactions between residents and staff and provision of care
- discussions with the registered manager
- analysis of information held by CSSIW about The Manor House Care Home.
- observations of the environment.
- care records of three people living at The Manor House Care Home were examined.
- we considered how risk and care assessments were reflected in individual care plans.
- we looked at Medication Administration Charts (MARS).
- we looked at accident/ incident documentation.

What does the service do well?

The Manor House Care Home is a well managed service with an established team of knowledgeable staff providing a high standard of care to people living at the home. This service excels at providing opportunities for residents to continue, as far as possible, to enjoy the activities, hobbies and community engagement, they had prior to living at the home

What has improved since the last inspection?

The clinical room has been extended to enable all medication and clinical supplies to be stored within one area. All people living at The Manor House Care Home have a dedicated locked drawer within the clinical room for safe storage of all medications.

What needs to be done to improve the service?

No areas of non-compliance were identified at this inspection.

Quality of Life

We (CSSIW) found that people living at The Manor House Care Home have opportunities to be active or be positively occupied and stimulated. The home has an established rolling programme of activities including book club, and a visiting manicurist, as well as ad hoc activities such as a visiting musicians, and larger community events. The activities are coordinated by the home administrator and the programme draws on expertise from within the local community, and the Friends of the Manor which includes relatives of people living (or who have lived) in the home, and retired staff.

We found that people living at The Manor House Care Home could be confident that their individual needs are recognised and catered for. The registered manager commented whilst there is a range of regular activities offered to people living at the home, some residents chose not to take part in organised activities preferring personalised activities. People living at the home spoke highly of the activities available, and valued the ability to choose to undertake personalised activities, and to make choices about how to spend their time. One resident told us that she had been encouraged to tend the garden at the home, and that a Friend of the Manor visited regularly to read to her. People living in the home told us that The Manor House Care Home was a 'wonderful place' with a 'quiet atmosphere'. Throughout the visit, we observed that the home was calm and relaxed; we observed staff chatting with residents, visitors being welcomed, and residents freely leaving the home with relatives.

People living at The Manor House Care Home benefit from a varied, nutritional diet. The home's menu was displayed in the dining room and offered people choice. Meals were observed to be attractively presented, appetising, and enjoyed by people living at the home. People requiring assistance with their meals were observed to be tended by staff in a dignified manner. Hot and cold drinks were offered to people throughout our visit.

People living at the home remain healthy because their needs are anticipated and they are enabled to have access to specialist or medical support. There was documented evidence of referrals made for specialist or medical support and of visits made by healthcare professionals in the care records we examined. Care records documented and confirmed that people living at the home had accessed community psychiatric nurses, tissue viability specialist nurses, General Practitioners, and audiology services. During our visit we observed staff making and documenting an appropriate and timely referral to a healthcare professional for specialist advice regarding the care of a person living at the home. Entries in people's daily records were consistently dated, timed and signed. People living at the home can be reassured that their personal information is secure, because we saw that it was stored appropriately, and only staff had access to it.

Medication Administration Records we examined were correctly completed, and medications stored securely. Following the improvements made to the clinical room, the home has introduced an innovative medication administration process which is responsive to individual residents' needs, and replaces routine medication rounds. We saw nurses administering medication safely to people living at the home using this process.

People living at The Manor House Care Home can be confident that they experience appropriate responsive care from staff who have an up to date understanding of their individual needs and preferences. The care records we examined contained appropriate up to date risk assessments and care plans were formulated taking risk assessments into consideration. Staff we spoke to had a thorough knowledge of the individual care needs of people living at home. We observed staff responding appropriately to the needs of

people living in the home. Care delivery at the home was observed to be relaxed, with staff treating people with dignity, compassion and respect. People living at the home told us they felt well cared for, and commented 'I would not change a thing', 'they give me everything I need'. We saw that care plans are regularly routinely reviewed, and that people living at home and/ or their relatives care plans were involved in care plan reviews.

Quality of Staffing

This inspection focused on the quality of life offered to people living at The Manor House Care Home.

However the following observations were made with regard to the quality of staffing:

People living at The Manor House Care Home can be confident in the care they receive because staff are competent and confident meeting their particular needs. Staff we spoke demonstrated a thorough knowledge of the people living at the home, and expressed a genuine commitment to make a positive contribution to the quality of life of the people living at the home.

Quality of Leadership and Management

This inspection focuses on the quality of life offered to people living at The Manor House Care Home.

However, the following observations were made with regard to the quality of leadership and management:

People living at The Manor House Care Home can be confident that they will see visible accountability and know that there are people who are overseeing the service. People living at the home spoke highly of the registered manager, and the way the home is managed. One resident told us that the registered manager was a 'wonderful manager'. We observed the people living at the home and the registered manager interacting in a relaxed and mutually respectful manner.

Staff were very positive about the management style at The Manor House Care Home, and told us that they felt supported and valued as members of the team. Staff told us that they were encouraged to undertake professional development and this was evidenced by the support provided to staff to undertake and achieve NVQs and academic study such as Masters Degrees.

Quality of The Environment

This inspection focused on the quality of life offered to people living at The Manor House Care Home. However, the following observations were made with regard to the quality of the environment:

We found The Manor House Care Home to be light, airy, fresh and clean. People living at the home told us that they enjoyed the home's quiet atmosphere.

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.

