



Inspection Report on

Rozelle Nursing Home

**Rozelle Nursing Home
93 Brecon Road
Abergavenny
NP7 7RE**

Date Inspection Completed

10/12/2024

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About Rozelle Nursing Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	SKM MEDICAL LIMITED
Registered places	24
Language of the service	English
Previous Care Inspectorate Wales inspection	26 October 2023
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

People are supported by a care staff team who are caring, understanding, and attentive. Activity and visiting arrangements are in place to promote people's overall well-being. Themed activity events are organised by the service, and these are embraced by people and their relatives. Personal plans are available to guide care staff on how people want to be supported.

Care staff feel supported and enjoy working at the home. The Manager is approachable and visible in the running of the service. Recruitment processes need some improvement to evidence staff are safely recruited. Governance, auditing and quality assurance arrangements are in place. The statement of purpose (SOP) is fundamental to the care and support delivery, setting out how people and staff will be supported in order for people to achieve their well-being outcomes. There is good oversight at the service to ensure the service is delivered having regard to the SOP.

The accommodation promotes people's overall well-being. Health and safety checks in the environment are in place. Since our last inspection, the provider has improved the configuration of the dining area and shower facilities which has had a significantly positive impact on people living in the home.

Well-being

People's emotional well-being is promoted. We saw relatives visiting people throughout our visit. People and their relatives told us they are happy with the care and support provided. One relative described how the themed organised events support people to connect with their families, promoting their overall well-being. People are listened to, and regular meetings are held to ensure their voices are heard. Staff are attentive of people's needs. We observed some people spending time together in communal areas, where others were playing electronic games or watching TV in the comfort of their own bedroom.

Mechanisms are in place to support people to be as healthy as they can be. The service consults with external health professionals to refer any concerns and follows appropriate guidance. People are supported to attend routine health appointments. We saw evidence of communication with professionals when needs have changed. Personal plans are detailed and reviewed regularly. Food appeared appetising and well-presented. The dining experience is calm and supports people's well-being. Staff were engaging with people in a kind and caring manner, offering people choices. We saw some people eating in the comfort of their own rooms and others sat out in communal areas.

Measures are in place to keep people safe. Care staff receive safeguarding training and know what action to take if necessary. Medication practices have improved and support people safely with their medication. Recruitment processes mostly ensure care staff are recruited safely. The provider has completed Disclosure and Barring Service (DBS) checks on care staff. The DBS helps employers maintain safety within the service. The Responsible Individual (RI) visits the service on a regular basis, engages with people and observes care staff practice

People live in an environment that promotes their well-being. Personal Protective Equipment (PPE) is worn by staff in line with infection protection and control guidance. The home is clean and comfortable with re-decoration in some communal areas, including the dining area, giving the environment a homely feel. The service provider continues to invest in the environment with improvements to shower room facilities. Health and safety checks are mostly maintained, fire risk assessments undertaken, and staff fire drill practice recorded.

Care and Support

People are happy and their emotional well-being is promoted. We received positive comments from people and their relatives on service delivery, including how staff are kind and caring. One person told us, *'The care workers are very good. I've been helped to make Christmas decorations.'* One relative commented, *'The home is very supportive, responsive and the manager is very approachable.'* Records show there are opportunities for people to engage in activities of their choice.

We saw pictures of people enjoying arts and crafts, and a notice board displayed up and coming festive events, such as a Christmas fete and carol singing at the home. We observed relatives being welcomed into the home, supporting, and promoting the emotional well-being of their relative. The dining experience at lunchtime was relaxed and unrushed. We observed staff supporting people in a kind and considerate manner, gently, encouraging nutritional intake.

Care and support is provided in keeping with the individual's personal plan. We reviewed care documentation and found where people require regular repositioning due to at risk skin, records indicate support is delivered in a timely manner. Care staff were observed supporting people to mobilise around the home. This was provided with patience and gentle reassurance. We found personal plans are reviewed and updated following a change in need.

Care reviews take place; however, reviews do not demonstrate how the person has been supported to achieve their personal outcomes and these are not always completed on a three monthly basis. The service provider has developed this area, but further progress is needed in order to achieve compliance with regulation. We expect the provider to take action to address this and we will follow this up at the next inspection.

Mechanisms are in place to support people's health and well-being. The service makes timely referrals to relevant health and social care professionals when people's needs change, and there are good links with community teams. This promotes and maintains people's overall well-being. Care workers demonstrate a good knowledge of safeguarding procedures, including who to report matters to if they have any concerns. We saw care staff wearing the relevant personal protective equipment (PPE) when delivering care.

Arrangements are in place to support people with their medication. Medication is stored securely and can only be accessed by authorised staff. Records show trained staff administer medication in line with the prescriber's directions. We sampled a small number of medication charts and found these are completed well. The process in place for the administration and recording of controlled drugs is much improved and consistently safe.

Environment

People benefit from a clean and well maintained environment. We saw communal areas and some bedrooms adorned with seasonal decorations to celebrate the time of year and to lift people's spirits. The layout of the home, together with the provision of aids and adaptations, helps promote independence. People have a choice of where to spend their time. We saw people relaxed in the dining area which is a well organised and tastefully decorated space, and others sitting together in the smaller lounge, a quieter and calmer area. The home is kept clean and well maintained. Domestic staff were observed cleaning areas within the home, and we saw records kept when cleaning tasks are completed.

Communal areas within the home have been redecorated. People have been involved in choosing colour schemes and records show people are listened to and their choice is respected. Some carpets have been replaced and new curtains purchased in all bedroom areas. The bathing/ shower facilities located upstairs in the home has now been fully refurbished to a good standard, therefore all people living in the home have easy access to bathing facilities close to their bedrooms. Laundry and kitchen areas are clean, organised and well maintained. The provider continues to invest in maintaining and upgrading the environment.

The service has systems in place to identify and mitigate risks to health and safety. PPE such as gloves and aprons are readily available to support good hygiene practices. Records we viewed demonstrate routine completion of utilities testing. Legionella and fire risk assessment are in place. Fire safety tests and drills are undertaken. Personal emergency evacuation plans are in place and provide guidance on how people can be safely evacuated in the event of an emergency. We did note lifting equipment is serviced, although the frequency of servicing is not always in line with moving and handling regulation. The provider has given assurance the servicing of equipment has now been completed and will be closely monitored going forward.

Leadership and Management

Systems are in place to measure and monitor the performance of the service. The RI completes a report every three months that reflects they consider the quality of service delivery. The quality of care is reviewed on a six monthly basis and a report is produced. The review incorporates and takes account of the views of people receiving a service, their representatives and staff. Satisfaction surveys have been undertaken. Regular meetings have been held with residents, seeking their views on the service provided.

The manager has regular oversight of key documentation ensuring tasks are completed and audited to review compliance and areas for improvement. The service provider supports the safeguarding process and refers matters to the relevant local authority, although reporting is not always in a timely manner. There is a safeguarding policy in place and has been recently updated. CIW receive notification of events; however, the regulator had not been notified of one recent event as required. The manager assured us this would be addressed.

The service is clear about its aims and objectives. We viewed the service providers SOP and found this had been updated. The SOP sets out the vision for the service and clearly demonstrates the range of needs the service will provide support for, including any specialist service/care provision offered. The SOP provides an overall picture of the service offered, including provision of the Welsh 'Active Offer.'

Arrangements are in place to provide regular support to care staff. Staff told us they are happy in their role, feel supported and confident in their duties. They receive formal supervision on a regular basis, including an annual appraisal. Team meetings are held sharing relevant information. Training records show core training is completed. New care staff complete an induction programme, and they are supported to register with the workforce regulator, Social Care Wales (SCW). Induction programmes need some attention to ensure they are in line with SCW requirements.

Selection and vetting arrangements require strengthening. DBS records reveal the relevant checks have been completed, although one staff file did not have a record of a full police check as required. We identified a shortfall in assessing staff's ability to speak English fluently at our last inspection. We found this is now being considered during the recruitment process. However, we found discrepancies in relation to employment histories, reasons for leaving previous employment with vulnerable adults and holding a recent photograph on file. This remains an area for improvement, and we expect the provider to take action to address these matters and we will follow this up at the next inspection.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection.

Area(s) for Improvement

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	
35	The service provider had not ensured the fitness of persons employed at the service including having full and satisfactory information and documentation available at the service for all staff.	Not Achieved
16	The service provider must involve the individual and any representative when reviewing the personal plan at least three monthly and this must include a review of the extent to which the individual has been able to achieve their personal outcomes	Not Achieved
58	The service provider had not ensured arrangements are in place so that medicines are stored and administered safely.	Achieved
44	Ensure bathrooms and shower rooms are located so as to enable all persons to access them easily and safely.	Achieved
21	The service provider must ensure care and support is provided to each individual in accordance with the individual's personal plan.	Achieved
7	The service provider must ensure the statement of purpose is kept under review and includes all the required information set out in regulation.	Achieved
36	Ensure all persons working at the service receive three monthly supervisions and an annual appraisal.	Achieved

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