



# **Inspection Report on**

**The Old Vicarage Llangollen**

**Vicarage Road  
Llangollen  
LL20 8HF**

## **Date Inspection Completed**

12/09/2024

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## About The Old Vicarage Llangollen

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	The Old Vicarage Registered Care Home LTD
Registered places	17
Language of the service	English
Previous Care Inspectorate Wales inspection	15 June 2023
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

### Summary

People live in a relaxed and comfortable home. There are two homely communal lounges, a dining room, and a large well-maintained garden to relax in on warmer days. People are supported by care staff who prioritise their needs. They can expect to form friendly relationships with care staff who know them well. There is a variety of activities on offer and people are happy living at the service.

The manager spends time with people and understands their care and support needs, providing good support to care staff in their roles. They ensure staff have the training required, and the majority of staff receive regular supervision.

There was an area for improvement identified at the last inspection as the responsible individual (RI) was temporarily absent from the service and suitable arrangements were not in place to cover this role. This area for improvement remains in place, however, the RI has recently returned to the service and has resumed their role. We will follow up at the next inspection to ensure the required oversight is being provided to the service.

## Well-being

People are treated with dignity and respect by care staff who know them well and are responsive to their well-being needs. People can choose where and how they spend their time. On the day of our inspection some people chose to spend time in their rooms, and others were relaxing in the communal areas. People can choose what they want to eat. There is a main course each lunchtime, with alternatives available, a choice of puddings and options such as soup or sandwiches in the evening. Care staff know people well and have time to chat with them throughout the day. People told us care staff are “*very patient*”, and “*very nice*.” A relative told us their loved one’s “*Face lights up with some of the carer’s there*.”

Care staff ensure people’s health needs are met. They make referrals to healthcare services promptly and ensure they follow any advice which is given by health care professionals. We saw evidence of people attending health appointments, such as the optician, dentist, and dietitian. A healthcare professional told us they have good communication with the service. People have their medication as prescribed, which helps with managing their health conditions.

People are safe, well cared for and protected from the risk of harm and neglect. Care staff are trained in safeguarding and are aware of their responsibilities to report any concerns. People who lack capacity to make a decision about their care and support needs are protected by Deprivation of Liberty Safeguards (DoLS). This means they have a representative to ensure their voice is heard and their rights are upheld.

People are kept occupied with a variety of activities. There is a regular music therapist who visits the home, one person told us how much they enjoyed this. Themed activities have been held over the year to mark dates such as American Independence Day and St Swithin’s Day. There are trips out which people can join; we saw photos of a trip to a music event. Relatives are welcome to visit as they wish, and all the relatives we spoke to gave us positive feedback on the service. They described the service as “*home from home*”. The service provider holds Welsh classes at the home every week which are open for people and staff to attend. Some care staff speak Welsh and documents can be translated.

The RI has been absent for the service until recently, which has affected the oversight of people’s well-being outcomes. Whilst the manager has prioritised people’s care and support needs throughout this time, there is a risk this could affect the quality of care and support people receive. This is an area of the service which requires improvement.

## Care and Support

Care staff take time to ensure they know people's care and support needs well and deliver care with kindness and patience. They have personal plans to follow which are clear about people's needs and consider any risks affecting them. Both personal plans and risk assessments are reviewed regularly to ensure they remain up to date. We saw care being delivered as specified in the personal plans, considering people's individual needs. People are treated with respect and their needs are prioritised by care staff and management. The manager has an open-door policy and is responsive to people, ensuring they are content, and they are receiving good quality care.

People have access to the healthcare services they need. Care staff ensure referrals are made to health care services when required. They follow the advice of health care professionals and we saw monitoring records, such as those for weights and food and fluid intake are completed. One healthcare professional told us they "*Couldn't fault the service,*" and they have good communication with the staff team. Care staff have received training in oral healthcare and there is an appointed champion to support them in this role. The manager has implemented a scheme to ensure everyone has a grab file of required information if they are admitted to hospital. This means the information required about a person's care and support needs is always ready to be handed over to medical staff in the event of an emergency, for a smooth transition of care. The manager ensures there are safe systems in place for managing medication. On the day of our inspection two members of staff were checking in the monthly medication order. Care staff maintain good medication administration records (MARs).

Care staff ensure people are kept safe from the risk of infection. Cleaning schedules are in place and we found the home was clean and tidy throughout. Care staff have training in infection control and there is a good supply of personal protective equipment (PPE) available.

## Environment

People live in a comfortable home, with places available to sit and relax, and to enjoy their meals. The main lounge and dining room are laid out as they would be in a family home. There are places set for meals at the dining room table, and there is a view of an old oak tree from the window, making it a welcoming room to socialise in. There is a supply of items to occupy people, such as books and games. There are some colourful crocheted blankets in the lounge which have been donated by volunteers. The office for the service is in the process of being relocated which will create a more confidential environment for office staff to work in. The home has a large garden which is freely accessible. There are fruit trees and a polytunnel for gardeners to enjoy, and comfortable seats from which the view across to Dinas Bran can be enjoyed. People can take items of their own to personalise their rooms and we saw some people had brought in posters and soft toys as well as photos and ornaments.

People have access to the specialist equipment they may need. They can walk around the home independently and have access to grabrails and stairlifts to assist them. Rooms such as bathrooms, have clear signage with pictures to help orientate people.

The manager ensures the home is safe and secure for people. There is a signing in book for visitors which we were asked to sign on arrival, and we were unable to walk into the home without the staff's permission. A health and safety audit was completed recently by an external provider and the recommended actions are being addressed. We saw evidence gas, electrical and water safety checks are completed. The service has a maintenance record to log and record repairs, and the manager ensures tests such as fire alarms and emergency lighting are completed as required.

## Leadership and Management

People are supported by suitably qualified staff who are trained and competent to fulfil their roles. The manager ensures recruitment checks are completed for all new staff, and we saw evidence of disclosure and barring service (DBS) checks. The majority of staff receive regular supervision, giving them the opportunity to discuss any concerns and consider their learning and development. Care staff have completed their core training and receive specialist training to ensure they can meet specialist needs, such as training in Parkinson's disease and pressure area care. They are also trained in dementia care. The manager completes observations of care staff and undertakes practice reflections with staff when the opportunity arises. Care staff told us they enjoyed their roles and felt valued and well supported. They told us the manager has been a good support to them and they know they are able to approach them with any concerns they have, which will be acted upon.

The RI has been absent from the service until recently and this has affected the oversight of the service. We saw quarterly RI visits and six-monthly quality of care reports have not been completed in their absence. This means there is a lack of monitoring, to ensure a good quality service is being maintained. We also found the manager and deputy manager have not received supervision during the RI's absence. Whilst the manager ensures they prioritise people's needs, they have experienced a large workload and a lack of support. If this continues, it means there is a risk the care and support of people could be affected. This was identified as an area for improvement at the last inspection, which will remain in place at this inspection. We expect the provider to take action. The RI has recently returned from their absence and is aware of the need to make improvements. They have completed an RI visit following our inspection.

The manager completes regular audits including medication and infection control, to monitor the quality of the service provided. These have identified minor issues which have subsequently been addressed. They have also recently implemented a daily checklist, ensuring management check issues such as call bell response times daily.

The service provider invests in the service. During our inspection maintenance professionals attended the service to review some repairs which are required. There is a planned schedule of improvements, prioritising the most important areas to address.

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
66	There has been an ongoing lack of supervision and oversight of the service by the RI. The service	Reviewed



	provider must ensure adequate RI oversight of the service.	
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