



Inspection Report on

Waungron Mansion Residential Care Home

**Waungron Mansion
Whitland
SA34 0QX**

Date Inspection Completed

17/10/2024

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About Waungron Mansion Residential Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Joanne Bain
Registered places	15
Language of the service	English
Previous Care Inspectorate Wales inspection	
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 living in Waungron Mansion speak highly of the staff and feel comfortable and settled. They are encouraged to make decisions that affect their lives and share their views about the service. People benefit from an experienced management team who run the service. A well respected manager, who is also the responsible individual (RI), is supported by two enthusiastic and committed deputy managers. The staff team are well trained, kind and committed. There are some quality assurance systems in place and these need to be further strengthened to demonstrate the RI has good oversight of the service. There have been improvements made to the environment as part of an on-going maintenance programme.

Well-being

People are treated with dignity, respect and compassion. Staff, several having worked at the service for some years, know people well which promotes stability and security. People are happy and settled and have confidence in staff who are familiar to them. People told us how reassuring it is that staff are always available. One person said, *"I can always call on the staff if I need anything."* Another told us *"Staff are really kind and helpful"*. Relatives say they feel that care and support is given in a kind and caring way.

People are safeguarded from harm and abuse. Accidents and incidents are noted and care staff have training in the safeguarding of adults at risk of harm and are able to describe the measures they would take if necessary. They are trained to report concerns and respond to incidents. Policies and procedures provide further guidance for care staff. Care staff are registered with Social Care Wales, the workforce regulator.

People are supported with their health and wellbeing. Health and social care professionals such as social workers, GP and hospital services, dentists, opticians and podiatrists are consulted appropriately about people's care. Risk assessments support people's health, safety and participation in daily living skills. People are supported to attend health appointments and routine screening checks. Staff promote healthy lifestyle choices to maintain people's wellbeing. People take part in activities within the home and have developed friendly relationships with one another. People are encouraged to maintain links with family and friends and visitors are welcomed to the home.

People live in a service that supports their wellbeing. The home is warm, clean and welcoming. Measures are in place to ensure good health and safety standards are maintained. People's bedrooms reflect their individual tastes and are decorated according to personal preferences with photographs, ornaments and keepsakes on display. Communal areas are homely and comfortable and support people to spend time with others.

Care and Support

Care staff have access to up to care plans which set out how to support each individual in line with their needs and preferences. People's personal plans and risk assessments are routinely reviewed in order to ensure they continue to meet their needs. Informative daily records are kept by care staff. These are in the process of being transferred from paper records to an electronic system in order to further promote good standards of record keeping. Individuals have close relationships with care staff, which they value. People are complimentary of the care staff who support them. We found care staff know individuals very well and are positive and engaged. People consistently told us that care staff are kind and caring towards them.

People's physical health and wellbeing is promoted. The service understands people's health conditions, the support they require and can identify changes in the usual presentation of people they support promptly. People are encouraged to be as healthy as possible. People are protected from harm and abuse. Care workers have completed safeguarding training and have a clear understanding of how to report matters of a safeguarding nature. Effective arrangements are in place for the safe management of medication within the service. We saw that medication is stored securely and care staff complete medication records accurately. Medication audits are completed regularly by an external pharmacist to maintain standards.

People can engage in various activities within the home. There was a relaxed atmosphere throughout and we saw people walking freely around the home. We observed lively and humorous conversations taking place appropriately between people and with care staff. People told us that they have plenty to keep them occupied and described armchair exercises, manicures, 'sing- alongs' and external singers and entertainers. Individual interests are promoted wherever possible, such as knitting, reading, crosswords and doing jigsaw puzzles. We saw care staff take time to sit with people and talk to them in an informed and meaningful way. One person told us how they enjoy going into the local town where they visit cafes, shops and the pub.

A number of people prefer to speak in Welsh and this can be easily met by care staff, many of whom are very proficient in the Welsh language. We overheard numerous animated conversations taking place in Welsh throughout the inspection and these were clearly being enjoyed.

Environment

The service is welcoming, comfortable, clean and well-maintained. There is sufficient space for individuals to spend time together or alone according to choice. Individual bedrooms are decorated to personal taste and preference. The furniture, layout and décor are suitable for the service's intended use. People have access to a garden to sit out in warmer weather.

Appropriate arrangements are in place to ensure risks to people's health and safety are identified and managed. Records show monitoring checks are carried out around the service to identify and address issues promptly.

The service has a current Food Standards Agency (FSA) rating of 5, which means that kitchen hygiene standards are very good. The kitchen is extremely well stocked with a variety of good quality fresh, tinned and frozen items. We spoke to kitchen staff who were very knowledgeable about people's individual meal preferences and are able to provide them with nutritious, home cooked meals which they enjoy. People consistently told us they enjoy the meals at Waungron and that they have choice over what they eat, where they eat and when. We saw lunch, taken in the dining room, was unhurried and offered people an opportunity to socialize if they wished to.

A spacious wooden cabin has been built in the grounds of the home and this offers people an opportunity to sit out and enjoy the views in the summer months. It also offers a space for people to enjoy arts and crafts or spend some quiet time if they wish to. The cabin is decorated to celebrate notable events throughout the year. It becomes, for example, 'Santa's Grotto' at Christmas and people, care staff and relatives enjoy the festive social opportunities this allows.

Leadership and Management

There are some arrangements in place for oversight of the service. The RI is also the manager for the service. They are regularly present within the home and therefore have a very good knowledge of the people who live there, together with their needs and preferences. The manager is supported by two deputy managers who are enthusiastic and committed to their role. The RI routinely visits the service and gains people's views and opinions. The quality of the service is continually assessed informally and this must become a formal process in which arrangements are made to establish a system for monitoring, reviewing and improving the quality of care and support provided at Waungron. The quality of care and support must be reviewed as often as required but at least every six months. This will enable an on-going action plan to be developed which can drive forward improvements and further enhance the service. This has been identified as an area for improvement which will be considered at the time of the next inspection.

Staff are trained and supported through supervision to carry out their roles effectively. Staff told us they felt fully supported to perform their duties. Newly appointed staff complete an induction programme, shadow experienced care staff and are expected to complete a recognised care qualification. Care staff can update their skills and knowledge via regular training. In addition to mandatory training, service specific training is available to enable the staff team support people's individual needs. Staff describe good working relationships within the home and say that morale is very good within the staff team.

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
80	The provider was unable to provide evidence that she had undertaken formal quality monitoring or produce the associated report.	New

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