



Care Inspectorate Wales

Regulation and Inspection of Social Care (Wales) Act 2016

The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017

Priority Action Report

Lovett Care Limited

in respect of

Rhiwlas Care Home

Rhiwlas Nursing Home
Northop Road
Flint
CH6 5LH

This report contains notices where priority action must be taken by the registered person in respect of identified non-compliance with the regulations. You, as the registered person, are required to take action to ensure compliance is achieved in the timescales specified.

The issuing of this report is a serious matter. The notices contained within the report have been issued in accordance with our Securing Improvement and Enforcement Policy. Failure to achieve compliance will result in Care Inspectorate Wales taking action in line with this policy.

A copy of the Securing Improvement and Enforcement Policy is available on our website

Further advice and information is available on our website
www.careinspectorate.wales

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Priority Action Notice
Identified at previous inspection (action not taken to address area of non-compliance)
dated: 22 September 2023
Our Ref: NONCO-00016437-QQBX

Ongoing non-compliance has been identified with Regulation 21
The specific sub-regulatory failures relate to: 21(1) 21(2) 21(3)

The care and support provided does not always support the well-being of individuals. The care provided is not always in line with people's personal plans in a timely way.

Regulatory Failings

21(1) The service provider must ensure that care and support is provided in a way which protects, promotes and maintains the safety and well-being of individuals.

Evidence

We received a report from the electronic monitoring system in place for call bells from 18/09/2023 to 24/09/2023 which showed the following:

Night time call bells (10pm to 8am):

311 in total

Under ten minutes: 220 (70.74%)

Between 10 minutes and 30 minutes: 25 (8.039%)

Between 30 minutes and 60 minutes: 14 (4.502%)

Over 1 hour: 52 (16.72%)

Day time call bells (8am to 10pm):

430 in total

Under ten minutes: 186 (43.26%)

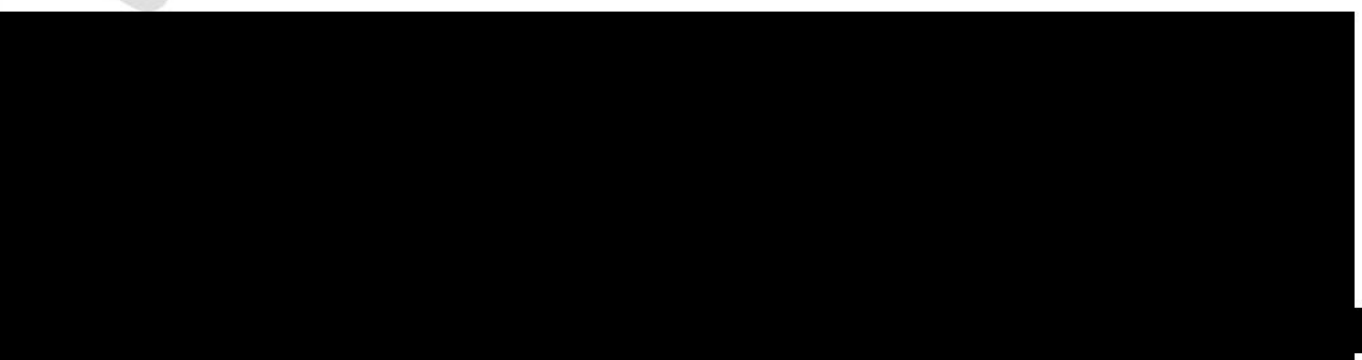
Between 10 minutes and 30 minutes: 79 (18.37%)

Between 30 minutes and 60 minutes: 42 (9.767%)

Over 1 hour: 123 (28.6%)

We acknowledge the call bell system requires staff to press twice to cancel and this is not always happening, which may be contributing towards the increased times being recorded.

We spoke to four residents during inspection.



[REDACTED]

We spoke to three relatives during inspection.

[REDACTED]

21(2) The service provider must ensure that care and support is provided to each individual in accordance with the individual's personal plan.

Evidence

We reviewed five personal plans.

We saw two care files where there had been weight loss of [REDACTED] Both care plans and risk assessments states weekly weights were to start but this has not happened.

[REDACTED]

[REDACTED]

We spoke to five members of staff.

More than one member of staff has stated single handed manoeuvres are being completed when they are supposed to be double-handed. Other staff members have told us they have not read care plans and find out what is going on by speaking to the residents.

Records on PCS do not show double handed support being offered consistently. Some staff are recording both being present, others are not. Residents spoken to state they received double handed support but staff and records tell us otherwise.

We spoke to three relatives whilst on inspection.

We spoke to three relatives who said:

21(3) The service provider must ensure that care and support is provided in way which -
(a) maintains good personal and professional relationships with individuals and staff; and
(b) encourages and assists staff to maintain good personal and professional relationships with individuals.

Evidence

We spoke to three relatives who said:

Relatives have said they feel staffing is the major contributing factor to why their loved ones needs are not always met.

Following feedback from Manager - the above information has been moved to other non-compliances under 21(1) and 21 (2) to strengthen evidence in these subsections.

Impact on and / or risk to the health and well-being of people:

We have assessed the potential risk and / or impact on people's health and well-being as a result of this non-compliance as Moderate .

Outcomes for People

People cannot be assured they will receive the care and support in line with their personal plans in a timely way, this can have a negative impact on people's overall physical and emotional wellbeing.

Timescale for completion

20 September 2023

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