



Inspection Report on

Ashdale Nursing Home

**Ashdale Nursing Home
Golden Lane
Pembroke
SA71 4PR**

Date Inspection Completed

04/01/2024

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About Ashdale Nursing Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Ashdale Care Ltd
Registered places	43
Language of the service	English
Previous Care Inspectorate Wales inspection	22 March 2023
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates some effort to promoting the use of the Welsh language and culture.

Summary

People receive care and support from a service which has some exceptionally robust processes for quality monitoring. There is a strong focus on person centred care, staff development and ongoing improvement.

The relationships people and their relatives, have with staff, together with the ongoing improvements to the physical environment mean people are valued and are at the heart of the service.

Care workers are safely recruited, appropriately trained and effectively supervised. The leadership team work well together to make sure the values of the service are upheld. The manager is enthusiastic and has very clear standards and aims for the service and the Responsible Individual has good oversight.

Well-being

People are safe and protected from harm, abuse and neglect. Care workers know their responsibilities in relation to safeguarding and have absolute confidence their manager would deal with any concerns raised and take the actions needed. Care workers have completed training in safeguarding.

The environment contributes to people's well-being. There is a substantial programme of refurbishment with some areas completed to a high standard. The maintenance team are responsive to requests from staff. Bedrooms are comfortable and have been personalised.

People can do things that are important to them. This includes helping out where possible, going for days out and taking part in activities within the service. Entertainers are frequent visitors and the manager is striving to maintain as many contacts with the local community as possible.

Care workers are motivated and feel valued and supported by a manager who is described as "*massively supportive*" and is very visible throughout the service. They are suitably trained and supervised by more senior colleagues and there are opportunities for promotion and career development. A relative describes the team as "*marvellous*". The atmosphere in the service is calm, relaxed and well organised.

People and their relatives have good relationships with the staff. Visitors are offered a good welcome and are able to talk to the staff about any ideas or concerns they have. Care workers know people well and know what and who is important to them. One relative spoke about the progress a person has made since being at the service and another said they are "*very satisfied*" with the care a person is receiving.

Care and Support

Care plans are detailed, and care workers find them helpful. However, some need updating and are not wholly reflective of the personalised and timely care people are offered. This may be partly attributable to the service moving from one electronic system to another and not all information has yet been transferred. People say the staff know them well and some have contributed to their care planning.

People's physical health needs are effectively met. A registered nurse is on duty at all times and provides support and assistance to care workers. There is enough moving and handling equipment, and a visual check found this to be in good order. People attend routine dental and opticians' appointments and during the inspection one person was being reassured, in a sensitive way, that arrangements have been made for them to attend an upcoming hospital appointment.

Care workers know how to recognise signs of skin pressure damage and are confident that repositioning is carried out in line with care plans. However, some gaps in the records were found and this was again attributed, in part, to the new electronic record system. A comprehensive flow chart has been introduced which gives very clear guidance to care workers if they suspect a person is at risk of developing a pressure sore.

Efforts are made to make sure people remain pain free, and work with health professionals to make sure this is well managed.

There is an understanding of the importance of good nutrition. More meals are currently being made using fresh ingredients. People and care workers generally feel the quality of the meals is getting better, with several describing the food as "*lovely*" and "*very good*". Special diets are catered for, as are special events such as birthdays and Christmas. Mealtimes are flexible with people being offered breakfast at the time of their choice. Choice is also an important aspect of other mealtimes and food is available outside of regular meals. Additional care workers are employed to assist people with their food which shows how much importance the provider places on people's nutrition and hydration. Staff are considering ways of trying to increase the ways people living with dementia can exercise choice about their meals.

People can do things they enjoy. An activities worker is employed and spends time with people both individually and in groups. The aim is to engage with people doing things that are important to them. Also to help individuals remain independent and as active as possible, continuing to be part of the local community. Some people are assisted to spend time out for walks or trips out and other activities include quizzes; film nights; hand massages and reading. There is also a small bar in the lounge for people to enjoy a drink if they wish.

A range of entertainers visit the service, including musicians and a choir.

Some people like to contribute to the running of the service and one person was happily helping to put away the Christmas decorations. Others like to help with folding the laundry.

Care workers have the time they need to assist people with their needs and care is not rushed. Staff work together as a team to make sure people's needs are met in a timely way. The atmosphere in the service is calm, friendly and well organised, with care workers knowing what they are required to do.

Care workers know people well. They know what and who is important to them. Relatives have a good rapport with staff and have a high level of confidence in them. They are contacted if a person is unwell and are able to talk to the staff about any concerns or worries they have.

Interactions between people is friendly and supportive. There is some friendly banter and people describe staff as "*kind*" and "*friendly*". Staff are motivated, describing the people they care for as "*like family*".

Environment

People live in a service which is suitable for their needs. Accommodation is on one level making it easier for people to move throughout the property.

Most bedrooms have en-suite facilities and there are additional bathrooms, wet rooms and toilets. Bedrooms are personalised with people's own photographs, ornaments and some furniture.

There are several lounge areas for people to spend time with each other, and bedrooms have space for people to spend time on their own if they prefer.

Standards of cleanliness throughout the service are good, and there are no malodours. Housekeeping staff have the products they need to keep the service clean and they take pride in their work, recognising their important contribution to the running of the service.

The programme of refurbishment is ongoing, and some areas have been completed to a high standard. The dining room, some of the corridors; communal areas and bedrooms are completed, and they are light and airy. Work is planned to bring the rest of the property up to the same standard, with the development of an area specifically for the care of people living with dementia where there will be a lounge and access to safe outside space. Some carpets have been replaced with anti-slip flooring to reduce the risk of falls.

The kitchen has been awarded the maximum score of five by the Food Standards Agency. A chef has recently been appointed and is in the process of ordering new equipment. Most staff working in the kitchen wear the appropriate PPE. Comprehensive records are maintained of the safety and quality checks carried out in the kitchen.

The management team are looking at ways to brighten up the outside of the property.

Leadership and Management

There are some exceptionally effective and robust governance arrangements in place to monitor quality. A detailed Quality of Care report sets out where the service considers they are doing well, and also areas for improvement and development. The Responsible Individual (RI) spends time in the service and identifies areas of good practice and where improvements would benefit people. The RI and senior staff meet regularly to talk about, and review, the service.

There is a very strong focus on quality with all staff, regardless of their role in the service, understanding the contribution they are required to make, and how the main purpose of their work is to make sure people receive the best quality of care and support possible.

Care workers are appointed following a safe and robust recruitment process. Appropriate references are obtained, and the necessary safety checks are carried out. All relevant risk assessments are in place and regularly reviewed by a senior member of the team. The electronic system highlights when checks are needed to ensure they all remain up to date.

There is a big emphasis on training. Within the main office base, there is a designated training room. Senior staff have recently completed some specific training and workshops, and care workers have up to date training in areas including acquired brain injury, safeguarding, dementia and caring for people with a learning disability. Care workers feel they have the training they need and are able to ask for additional training if they think this is needed.

Training is provided both online and face to face, and care workers consider the trainer is skilled and well regarded.

Some staff are doing additional training and are supported by their manager to do this. There are opportunities for staff to be promoted, with managers recognising their potential and hard work.

Care workers receive regular supervision, and they get feedback on their work to help them in their professional development. The matrix shows supervision is up to date. Members of the team, including the manager; the RI and other senior colleagues are very visible throughout the service and spend time talking with people and assisting in their care, giving feedback to care workers as necessary.

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. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

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