



## Inspection Report on

**Ely Court care home**

**Ely Court Care Home  
Michaelston Road St. Fagans  
Cardiff  
CF5 6XD**

## **Date Inspection Completed**

30/11/2023

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## About Ely Court care home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Ely Court Care Ltd
Registered places	60
Language of the service	Both English and Welsh
Previous Care Inspectorate Wales inspection	[Manual Insert] 26 September 2022
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

Ely Court provides excellent care and support to people, some with complex health care needs. People and their families compliment the service with comments such as, “*They go the extra mile,*” “*The care home is exceptional and outstanding in every aspect,*” and, “*I truly believe that Ely Court offers the highest standard of care for health and wellbeing to its residents.*” Documentation and recording regarding people’s care has improved. Health professionals are consulted, and advice followed. There are excellent working relationships with the local general practitioner. People feel they belong, are safe and protected, and can do the things they want to.

The environment is warm, bright, and welcoming with refurbishments and décor of a high standard. Cleanliness and infection prevention measures are consistently very good, with families telling us that it’s always “*spotlessly clean.*” The provider invests in the maintenance, testing and servicing of the building and equipment. Pleasant grounds offer outdoor space that is accessible.

A responsible individual (RI) has good oversight of the service and listens to people to inform the direction of service and improvements required. There is strong leadership through the appointed manager, which staff and people recognise and appreciate. Safe recruitment processes are followed. Staff are suitably trained and qualified for their role and staffing levels are very good. The outstanding management, and support from the wider organisation, ensures people have the best possible care and outcomes.

## Well-being

People understand what care and support is available to them and can access the support to achieve their well-being. Information available about the service helps people to make choices and consultation supports a person-centred plan of care. Independence is promoted, one family member telling us, “*They support Mum with all the care she needs but the staff encourage her to help herself, but assist her when needed, helping to maintain her independence.*” People or their representatives are involved in reviewing the person plan and consulted about ongoing care. People have an opportunity to speak about their ‘advanced care plan,’ so their wishes, particularly regarding care at the end of life, is recorded. An experienced staff team keep people and their loved ones informed, including family members who live overseas. People who have complex physical and mental health needs are supported appropriately with many having external professional specialists involved. The focus is on people continuing to do what they want, given the right support. Activities are offered and people can choose to participate.

Care is taken to protect people from abuse and neglect. Checks are carried out to ensure all staff are fit to work with vulnerable adults and competent to work within their role. There are good staffing levels. Training, including ‘Safeguarding’ and ‘Health and Safety’ ensures staff know how to keep people safe. There is a robust programme of monitoring, maintaining, and testing the environment. The building is secure and precautions in place to check the identity of visitors. The service is open and transparent, keeping authorities and regulators informed of events and measures in place to mitigate risks. There is good oversight by the manager and clinical team to monitor health indicators, ensuring preventative measures are adopted. A positive working relationship with professionals, including the GP, helps keep people safe. Infection control is good. People and their families are confident of the safety of people telling us, “*My relative is safe and content.*”

People feel they belong. People told us they feel ‘loved’. Staff provide care and support with warmth bringing smiles to people’s faces. The culture is one of inclusion, felt by people, staff and visitors. Families and friends commented, “*We are welcomed as part of the family,*” and, “*Staff are unfailingly friendly.*” The environment is homely, and people have access to items that are important to them. Welsh cultural references can be seen throughout the home. People feel confident in their own home, will offer visitors a drink and challenge ‘strangers’ to find out what they are doing in the building. The home is part of the wider community with good links to local churches. Residents’ meetings take place where people can come together as a group and discuss the things that impact them within the home. The RI visits the service, speaks with people, and is respectful that it is the person’s home. The RI actively listens to support improvements.

## Care and Support

People are supported to identify their desired outcomes and helped to achieve these if possible. People are consulted prior to their admission about the care they need and how they wish to receive this, including in the Welsh language. Improvements have been made to ensure an initial personal plan is available prior to the person's admission and this is kept under regular review. Improvements have also been made to ensure the person's social history is captured. All information is used to develop person centred plans that evidence the service thinks outside the parameters of the traditional medical model to concentrate on personal needs. One family member told us, "*Planning and attention to detail is outstanding.*" The service focuses on positive risk taking, enabling people to engage in activities both within and outside of the home. Links are formed with the community, including churches. An activity coordinator is commended for her hard work to keep an inspired programme of events ongoing, but some people or their relatives commented it would be nice to see this consistently offered on weekends, in addition to weekdays. Arrangements to introduce further activity coordinators is already underway. Families and friends are supported to visit, feel welcome and contribute to positive outcomes people experience.

Support is provided to access health and other services. A consistent, experienced team of nurses, assistant nurses and care staff know people and their needs well, helping to monitor and identify any changes, taking prompt action to involve health professionals when required. Specialist health professionals are involved such as tissue viability nurses and dieticians. Routine health checks are carried out and services provided, such as chiropody. People have support with mental health issues, including dementia. Clinical monitoring is undertaken. The local GP works closely with the service, often attending out of hours to follow up on people's health presentation. People have access to bespoke equipment. The service provides a high standard of equipment such as profiling beds and are involved in initiatives to further develop sensors, used to help track movements, supporting good skin care. Medication is regularly reviewed with a health professional and safely administered.

Care and support is provided with dignity and respect. Care staff are consistently friendly, caring and professional. One family member told us that their relative feels "*loved,*" and others told us how staff, "*go the extra mile,*" encourage independence and assist people with complex, changeable needs. We observed consistent good practice where people are offered choices in daily living, including a choice of gender of a care worker to provide personal care. There are exceptionally warm interactions providing people with confidence, reducing their anxieties and promoting socialisation. When people find decision making difficult, they receive the right support to access advocacy, often through family.

## Environment

The environment is safe, secure and compliant with regulatory requirements. A health and safety officer for the organisation reviews the environment and checks it is safe and properly maintained. A team of onsite maintenance staff carry out routine maintenance and testing in the building, supported by external contractors when this is required, such as the Fire Service who visit the home and tests compliance. A risk assessment is in place to minimise any impact identified by the Fire Service, considering the limitations to develop some areas as the building is Grade I listed, requiring permissions for any adaptations. Some development projects, such as widening a door into the garden is awaiting such permissions. The highest level 5 rating has been awarded by Environmental Health Agency for food and kitchen management. Services, including gas and electricity, are appropriately serviced and tested, as are lifts and other equipment. Entry to the building is monitored and secured with key-coded access.

Facilities, equipment, and people's immediate surroundings meet their needs. The environment is exceptionally well presented, with attention to detail a priority, and the older features of the building celebrated, especially at Christmas with garlands of greenery making the environment even more attractive. The home is cleaned to a high standard and people tell us, "*Cleanliness is superb.*" An ongoing programme ensures all communal areas are freshly decorated and marks, especially those made by equipment, are addressed straight away. Art around the home promotes a sense of belonging with their Welsh themed scenes. Bedrooms are tastefully decorated and personalised with people's own items. All equipment is of a high quality and in good working order, including specialist equipment such as air-filled mattresses to help prevent pressure damage to skin. We saw warm, inviting bathroom environments being well used and en-suite facilities offering privacy, especially for people who are more able to manage elements of their own personal care, promoting independence. People can move around the home freely if they are able, supported by a passenger lift if required. The grounds are spacious, accessible and used by many people, especially when events take place in the warmer months. A minibus, shared with another care home, supports people to go on occasional trips if they are able, but some families commented that they would like to see the frequency of this increased. This is being considered by the RI as part of developing activity opportunities within the home.

## Leadership and Management

Governance arrangements are in place to support people to achieve their identified outcomes. A responsible individual (RI) is a director of the organisation and carries out their role with due diligence. They have improved the way they collect and verify information to inform them of quality. They analyse the information supporting the manager and the wider organisational team, including clinical leads and safety specialist, to drive improvement. The RI is clearly visible in the service, is known to people and staff, and continuously offers their time to gain feedback. They actively listen to suggestions and where financially possible, take action to make improvements, but will explain reasons if this is not the case. Required reports are produced. Policies, procedures and documents such as the 'statement of purpose' are available and kept up to date. The service provider has invested in an electronic system which is supporting excellent information sharing and oversight of the service. This can be accessed from anywhere so that the RI and other key managers have current information to help inform them of the quality of care and delivery of service.

The service is run smoothly. Systems are in place to audit every aspect of the service and ensure required tasks are complete. A knowledgeable, experienced manager leads a team who support each other. The manager is respected by the staff, people, and their friends and relatives. We had an overwhelming response from people and their families who told us, *"Leadership from the manager is excellent,"* and *"The manager is dynamic, charismatic and runs a tight ship."* Experienced nurses, nurse assistants and care workers provide care and support, and there is an exceptionally dedicated support team of cooks, administrators, housekeepers and maintenance who ensure high standards in all areas. Many staff commented on the supportive culture within the organisation. Communication is good.

Recruitment processes are followed and staff are supported to learn and develop. Pre-employment checks are carried out to make sure staff are fit to work with vulnerable adults. All required documentation is available for each employee, including details for nurses and care workers around registration with their workforce regulator. Agency staff are not currently used but checks are in place to ensure they are fit to work in the service. Induction and training provision is in place including how to keep people safe. Practical training and competency checks are carried out where required. Staff are supported to gain a recognised qualification, including nursing, if they wish to do so. Staff have regular supervision meetings with their line manager and feel fully supported in their role, promoting stability of staff and continuity of care. When asked what they like about their role, staff respond positively, with one commenting, *"My job is rewarding – I like that I make a difference."*

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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
66	The responsible individual is not always confirming information they have been given about the status of the service provision is correct.	Achieved
15	Personal plans are not prepared prior to a person becoming a resident, and plans are not consistently in place for all people once they have become a resident. The care plans lack detail around how the individual can be supported with their needs on a day-to-day basis.	Achieved

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