



Inspection Report on

Newton Court Residential Home

**Newton Court Residential Home
Newton Court Highpool Lane Newton
Swansea
SA3 4UX**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

06/07/2023

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About Newton Court Residential Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Christadelphian Care Homes
Registered places	28
Language of the service	English
Previous Care Inspectorate Wales inspection	3rd August 2021
Does this service provide the Welsh Language active offer?	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 who live in Newton Court and their relatives told us they are very happy with the care and support provided. A visiting health professionals told us the standard of care provided at the home is very high and any health concerns are reported promptly. Care workers told us they receive good support from the management team. Care planning processes are robust and thorough. There are good staffing levels that correspond with the statement of purpose (SoP). A competent and well trained team of care workers work in the home. There are highly effective quality assurance processes for oversight of the service provided and a dedicated management team.

The accommodation is well maintained and presented to a high standard. There are large well-kept grounds that people can safely access. Bedrooms are personalised to the taste of the individual. There are beneficial and rewarding organised activities people can participate in. People told us the variety and choice of food is very good.

People are safe and staff understand the importance of safeguarding and reporting any concerns. The building is secure with all entrances and exits locked and alarmed. There are good infection control procedures in place and the home is clean, well-ordered and clutter free throughout.

Well-being

People are cared for and supported to an extremely high standard at Newton Court. Staff and managers are dedicated and committed to the work they do. People and relatives informed us they are very happy with the support provided and caring approach of staff. Relatives informed us communication with and from the service is good. We noted positive interactions between staff and people throughout the inspection. Many comments were made by people and staff about the warm, friendly and family oriented culture and feel in the service. People of Christian faith receive an exceptional standard of pastoral care and organised religious activities. A relative told us; *“spiritual welfare is a big part of the home. Bible readings each evening in the lounge and zoomed services during the week”*. Policies and procedures provide clear guidance for staff to understand their role and how they should provide care and support. The current SoP is consistent with the service provided. A visiting health professional told us the standard and quality of care provided is very good and any health concerns are reported quickly. Care workers told us they enjoy working in the service and get very good support from managers and the RI. There are robust and thorough processes in place for assessing, monitoring and reviewing the care and support needs of people. Care workers receive core training in a wide variety of care related subjects in line with the SoP. Care workers receive regular planned supervision and appraisals. People are consulted about their preferences, choices and support needs on a regular basis.

There are highly effective oversight and governance arrangements within the service. The management team, Responsible Individual (RI) and a local Trustee are accessible and supportive. There are robust quality assurance processes including scrutiny by the RI who visits the service regularly. There are planned staff and resident meetings taking place with clearly documented actions as appropriate. The standard of accommodation is comfortable, clean and bedrooms are personalised. The provider has extensive future plans to further enhance both internal and external areas although the current environment is presented to a high standard. All entrances and exits to the service are safe and secure. People told us there is a good choice of food provided and different dietary needs are catered for. We viewed menu planners and meals provided which were well presented and nutritious.

People are protected from abuse and neglect as care workers and managers understand their safeguarding responsibilities and are aware of how to raise concerns should they need to. All care workers spoken with showed good knowledge and awareness of safeguarding procedures. There are robust infection control procedures and cleaning schedules in place to minimise risk. The building is safe and secure throughout.

Care and Support

People receive an excellent standard of care and support at Newton Court. We spoke to four people using the service and two relatives during the inspection. A person told us; *“Staff are brilliant, they treat you with dignity and respect, ask your name. They are compassionate and brilliant with people”*. A relative stated; *“The staff are all lovely and very caring. Communication is really good and they contact us if necessary”*. Positive and respectful interactions were observed between care workers and people throughout the inspection. We also received six inspection feedback questionnaires from people and relatives all of which are exceptionally complimentary about the care and support provided.

People’s care and support needs are clearly documented in a detailed, thorough and regularly reviewed online personal plan. A sample of personal support files viewed contain very strong personalised information regarding likes, dislikes, care and support needs and risks. Managers complete separate personal plan review forms that fully include the contribution of people and relevant others. There is comprehensive information regarding health care needs such as pressure area care and specific risk assessments for staff to follow. The service has highly effective links with the local GP surgery. We spoke to a visiting health professional who told us; *“No issues here, we get notified of any issues promptly. This is the best home I visit”*. There are thorough and robust pre-admission procedures to ensure the service can meet the care and support needs of people.

There is exceptional pastoral care and support for people whose Christian beliefs are important to them. The service is provided primarily, but not exclusively, for members of the Christadelphian community. People are supported to attend local church services. For those who are unable, there is a live link to a large screen television in the home. There are numerous activities focused on related religious beliefs such as bible readings, hymn singing, prayer sessions etc. The service is also supported by local church volunteers who regularly visit the home and offer support in relation to activities such as art, gardening, singing etc. A person told us; *“It’s friendly, has a great ethos and understanding of our Christian beliefs and is such a welcoming place to be”*.

People are protected from abuse and neglect as managers and care workers understand their safeguarding responsibilities and are aware of how to raise concerns should they need to. All care workers spoken to showed good knowledge and awareness of safeguarding procedures. There are good infection control procedures in place to ensure people are as safe as possible. We saw robust and safe medication processes in the service and trained competent staff administer with appropriate records kept.

Environment

People are cared for in a clean, homely and secure environment. People's bedrooms are nicely decorated, clean and personalised to the taste of the individual. People like living in the home and referred positively to their bedrooms. We saw external exit and entry doors to the home are safe and secure. The home is well maintained and decorated. We were informed there is a programme of refurbishment planned for some of the en-suite bathrooms. We saw people enjoying a large communal lounge/dining area with a separate large conservatory. We saw people taking part in an art session in the conservatory and lounge area. We viewed the kitchen and food preparation areas and were informed there is a current food hygiene rating of five in place. This means that there are high standards in place regarding food storage, handling and cleanliness. The kitchen staff have a good knowledge of people's dietary needs including specialist requirements such as diabetes and swallowing difficulties. All people spoken with inform us they enjoy the variety and choice of meals. We viewed the extensive well maintained grounds and courtyard. We were informed people are involved in activities outside such as gardening and growing vegetables. There is also a summer house (due for replacement) and beach hut that people can access. The home also has a separate self-contained bedroom that relatives have previously used when visiting people. We were informed by the RI and a Trustee of future plans to enhance the external grounds and internal layout of the home.

The environment is safe, secure and there are robust processes in place to ensure checks are completed and documented. Safety certificates for gas installations, lift operation, fire alarms, hoists and slings, portable appliance tests (PAT) are in place. We saw a detailed comprehensive spreadsheet containing oversight of all maintenance, accidents, infection control, fire procedures and health & safety in the home. We saw cleaning products are stored safely, appropriately and according to control of substances harmful to health regulations (COSHH). There is a dedicated laundry room and soiled items are separated from clean, thus observing good infection control. Fire alarm checks are completed regularly and documented accordingly.

Leadership and Management

There is highly effective oversight and governance of the service by the management team. The provider has appointed a local person as Trustee and they visit the service regularly and report to the management board and fellow Trustees. Policies and procedures are detailed and robust covering areas such as safeguarding and complaints. All policies viewed are thorough and reviewed regularly. The RI and managers are active and visible in the service. A person told us; *“management are friendly and know what they are doing.”* The service has very robust internal and external quality assurance procedures and processes to ensure the service provided is of a very high standard and safe. A new part time manager has been appointed and is becoming familiar with the service, working alongside the deputy and senior care worker. The current SoP accurately describes the service provided. There are regular planned resident and staff meetings taking place in addition to daily handover meetings. We saw written reports that confirm this and the manager informed us the RI is extremely supportive and regularly visits the home. We saw many positive interactions between managers and staff and with people living at the home. We read reports such as quality of care reviews that cover areas such as consultation with people, staff, quality improvement, safeguarding and accommodation with clear related actions. Communication across the service is highly effective with newsletters, a detailed service user guide and regular planned resident meetings.

People are cared for and supported by well trained and managed staff. We spoke to four care workers during the inspection and also received two staff feedback questionnaires. Feedback was overwhelmingly positive about the support received from managers, the culture in the service and quality of training received. A care staff member told us; *“It’s a lovely home to work in. Managers are so helpful and the residents are lovely”*. Another care worker stated; *“I love working here and I don’t plan on leaving any time soon. Everybody is treated really well”*. Staff records are kept in a locked filing cabinet in an office. Records indicate new care staff receive a thorough induction aligned with the All Wales Induction Framework (AWIF). Staff receive thorough training in subjects such as dementia care, emergency first aid, safeguarding etc. Staff files contain the appropriate recruitment information and evidence of checks including current Disclosure and Barring Service (DBS) certificates. All staff are registered with Social Care Wales (social care regulator in Wales). There is good compliance in relation to staff supervisions and appraisals taking place.

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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