



Inspection Report on

Monkstone House

**Monkstone House Residential Home
1 Locks Common Road
Porthcawl
CF36 3HU**

Date Inspection Completed

04/10/2022

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About Monkstone House

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	J & P RESIDENTIAL HOMES LIMITED
Registered places	41
Language of the service	English
Previous Care Inspectorate Wales inspection	[Manual Insert] 19/08/2021
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 receive care and support from a knowledgeable team of care workers who have a friendly approach and create a relaxed atmosphere in the home. Relatives and people living at the service are happy with the care provided. Care workers support people's wellbeing through positive relationships and interactions. People have accurate and up-to-date personal plans that detail their individual care needs. They also receive support to maintain contact with family and friends and have regular opportunities to engage in activities. A range of policies are in place to support good practice, incidents are reported, and notifications are submitted in a timely manner. Recruitment arrangements are safe and care workers have access to a programme of training and development. There are measures in place to protect people from harm and abuse. Governance and quality assurance arrangements are strong and enable the service to reflect and develop. People appear content and happy, living in a homely, clean and well-maintained service.

Well-being

People receive care and support delivered in a dignified, respectful manner. People told us they have positive relationships with care workers. Throughout our inspection we witnessed care workers speaking and interacting with people, showing empathy and kindness. We could see there is a genuinely good rapport between care workers and the people they support.

The service supports choice and considers individual wellbeing. Monkstone House provides a homely welcoming atmosphere, and the environment is clean and fresh throughout. Personal plans record people's care preferences and routines, and care staff understand and respect these. People receive support to maintain contact with family and friends and relatives report feeling welcome when visiting. People can enjoy their day in the privacy of their own room or socialising in communal areas with others. Menus are varied and the service offers daily activities so people can positively occupy their day. The responsible individual (RI) visits the service routinely to ensure the care provided supports people's wellbeing.

The service helps protect people from harm and neglect. Maintenance checks are undertaken to ensure equipment is fit for purpose and people remain as safe as possible. Staff take appropriate measures to reduce potential risks around infection with the use of PPE (personal protective equipment). The service maintains appropriate staffing levels to meet people's care and support needs. There are up to date policies in place to support good practice. The service has adult protection procedures, which include safeguarding, whistleblowing and complaints policies. Care staff complete safeguarding training and enhanced recruitment checks are completed. Governance arrangements give the management oversight of incidents, accidents and safeguarding matters.

People live in suitable accommodation, which supports and encourages their well-being. Their rooms contain personalised items of their choice, are suitably furnished and have facilities which encourages their independence whilst maintaining safety. The environment is safe, free from hazards and well maintained. Safety checks are completed when required and there is a fire risk assessment in place. Alarm testing and fire drills take place regularly and people have personal emergency evacuation plans (PEEP) in place.

Care and Support

Care planning documentation reflects people's current circumstances and gives a real sense of the person. Initial assessments and personal plans include input from professionals, people, and, or their representatives. Personal plans are up to date, outcome focussed and are being reviewed on a regular basis. Any identified hazards have plans in place to minimise risks to self or others. We saw specialist health and social care professionals are involved when needed. Any advice or guidance given is acted upon in a timely manner.

Effective systems are in place to ensure medication is stored and administered safely. There is a dedicated medication room where all medication is stored. We saw the temperature of the medication room and fridge are documented daily. Care workers receive medication training and there are clear medication management systems in place including regular audits and an up-to-date medication policy. The medication policy contains guidance on the administration of 'as required' medication (PRN). We examined people's medication administration record (MAR) charts and found they are correctly completed.

People experience warmth and kindness. We saw care workers treat people as individuals. They are very attentive and respond to people's different needs with appropriate levels of prompting and support. People look relaxed and comfortable in the presence of staff. Staff speak in a friendly, caring and respectful way and people respond positively. People living at Monkstone House told us "*staff are very good*", "*they are brilliant, patient and understanding*" and "*nothing is too much trouble*". A relative said "*they are brilliant, I've got to know them and they are kind and respectful*". We saw positive interactions during the inspection with care staff supporting people in a dignified manner.

Meaningful activities are offered within the home and menus are varied. There is no dedicated activity coordinator, all staff are responsible for ensuring people are suitably occupied. We saw a range of activities which people appeared to enjoy and photos are kept in care files of activities people had participated in. Notice boards also display any upcoming planned activities. We spoke with the visiting hairdresser; they have been visiting the home for many years and remain very positive in their feedback. Menus are currently being updated; meals look of a good standard with good portions. The service has a current food hygiene rating of five, which is very good. The Feedback from several people living at the service was positive, comments include "*is lovely, everything is fresh*", "*food is very nice*" and "*we have a lovely, cooked breakfast*".

Environment

The service has systems in place that ensure the home and its facilities are safe. Improvements to the home's security have been made, there is closed circuit television (CCTV) and extra locks on doors and gates. We looked at a range of documentation that relates to health and safety and the maintenance of the service. The information provides a detailed overview of a rolling programme of safety checks, servicing and maintenance of the home's equipment and facilities. Effective and efficient fire procedures, testing and training are in place to protect people. We saw that window restrictors are in place and harmful chemicals are securely stored. We saw the laundry facilities, which are suitable to meet the needs of people living in the home. Effective daily cleaning schedules are in place and all parts of the home are clean, tidy and well organised.

People are cared for in an environment that supports their well-being. Bedrooms are personalised with items that are important to people. Some rooms are equipped with ensuite bathroom facilities. In addition, there are a number of communal bathrooms that contain specialist equipment for those who need it. There are several communal areas that are nicely decorated and comfortably furnished. We observed people in communal areas on the day of our inspection, they seemed relaxed and comfortable in their environment. External areas are well maintained and available for people to access if they wish to do so.

Leadership and Management

A safe recruitment process ensures care workers are suitable to work with vulnerable people. We examined a number of personnel records and found all of the necessary checks including Disclosure and Barring Service (DBS), employment history and reference checks have been completed. A structured induction programme coupled with registration with Social Care Wales ensures new employees have a good introduction to the service and the people living there.

Staff caring for people living at the home are well supported. Care workers have access to a programme of on-going training and development which equips them with relevant skills and knowledge. Care workers told us training provision at the service is of a good standard. Records relating to training show the service is compliant with its core training requirements. Staff receive regular formal supervision in their roles and have opportunities to discuss any work-related concerns they may have. Staff say they feel valued and supported. They also told us that they are able to talk to management, who are all approachable. Staff we spoke with told us *“they are fair, really approachable”*, *“I love it here”* and *“feels like family here”*.

There are systems and processes in place to monitor, review and improve the quality of care and support provided. We saw evidence that overall, the RI and manager has good oversight of the service. We looked at documentation, which confirmed formal quarterly visits take place by the RI to the service. On a six-monthly basis, the RI produces a quality-of-care report. The manager appropriately notifies relevant regulatory bodies and statutory agencies, when there are concerns and significant events, which might affect the well-being of individual's receiving care. We found the communication is effective, open and transparent.

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
57	All exits to the home must be secure	Achieved
58	PRN medication must be appropriately recorded	Achieved
12	Suitable policies and procedures must be in place.	Achieved

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