



Inspection Report on

Queen Elizabeth Court

**Queen Elizabeth Court
Clarence Drive
Llandudno
LL30 1TR**

Date Inspection Completed

11 November 2021

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About Queen Elizabeth Court

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	The Royal Masonic Benevolent Institution Care Company
Registered places	67
Language of the service	English
Previous Care Inspectorate Wales inspection	7 October 2019
Does this service provide the Welsh Language active offer?	The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People receive good care and support from a caring staff group. They receive timely care to ensure they can remain as healthy as possible.

People are supported in a well maintained environment, which has good health and safety measures in place. Attention is given to ensuring the environment is clean, with excellent infection control measure in place.

There is very good oversight of how the service operates. A range of audits, oversight by the Responsible Individual and good management structure ensures the smooth operation of the service. Staff receive a good range of training and regular supervision to ensure they are competent and skilled.

Well-being

People are well supported to have control over day to day life. Personal support plans detail their individual needs and preferences. They can choose when they would like to get up and where they spend their time. People can also attend resident meetings so they can express their opinions on a range of topics including food, décor and activities. The manager has an open door policy and people can call in and discuss issues with them.

People's physical and mental health are promoted. A wide range of regular activities are on offer, which people can choose to join in with and make suggestions as to what they would like to do. People's risk of harm or abuse is well managed. Staff receive regular training and updates on safeguarding, and there is an up to date policy that is easily accessible. Staff understand their responsibilities to report any concerns. Everyone has a personal emergency evacuation plan (PEEP). There are excellent systems in place to manage infection control to keep people and staff safe.

People have, and are supported to maintain good relationships with others. During the Covid 19 pandemic people have been supported via a range of means to keep in contact with those who are important to them, including FaceTime with iPads and the installation of a dedicated visiting summerhouse. Activities within the home provide opportunities to socialise with others.

Care and Support

People receive care and support that meets their individual needs. Personal care plans are generally thorough and demonstrate people's individual preferences are known and understood. People are invited to contribute to their plans so their personal wishes are known. Information about how to support people is kept on an electronic system, helping all staff to easily access the information. Care and support plans are reviewed as required, to ensure they are up to date. If there are significant changes in a person's needs, plans are updated in a timely way. People told us they are happy with their care, and the support staff are good and respectful.

People receive good support from friendly, respectful and motivated staff. People receive support as described in their care plans. People told us they can follow their own routines. Staff are kind and respectful and provide care in a relaxed manner. There is a varied menu for people to choose from and some people told us they like the food. The service continues to work with people to improve the meals on offer and ensure people have food of a good quality. People can enjoy a wide range of activities for stimulation and enjoyment, including live music at least once a week, quizzes, and opportunities to do art based activities as well as trips out.

People have access to a range of healthcare support. People are supported to access a wide range of healthcare professionals, including nurse practitioners and community psychiatric nurses. We spoke with a visiting healthcare professional who said support is sought in a timely way, and guidance is followed. They said people are well looked after and staff are good. People receive the medication they require safely. Staff competency is checked before they can administer medication. Robust audits of medication procedures are carried out on a regular basis and prompt action to rectify identified issues is taken.

People's safety is well maintained. The service has good systems in place to ensure people are safeguarded from abuse, through regular training and easily accessible policies. Staff told us they felt confident in their knowledge and would report any concerns. Infection control systems are excellent, and there is a wide range of measures in use to ensure people are safe from Covid 19. This includes testing visitors to the home, as well as good use of personal protective equipment (PPE) by staff and visitors.

Environment

The service provides people with care and support in a well maintained environment. Facilities and sufficient equipment promote personal outcomes effectively. It is accessible and safe with good security measures in place. People are able to choose where to spend their time, be it in their own personalised rooms or various communal areas throughout the home. The general environment is welcoming and clean. Redecoration and refurbishment is planned and ongoing. Some development has commenced, with minimum disruption being caused to people who live there.

Health and safety of the home is well managed. The service has a facilities team to carry out routine maintenance in the home and gardens and they oversee the safety of the home. Regular, detailed health and safety audits are carried out and identified issues quickly dealt with. Regular fire systems checks are carried out. Equipment is regularly tested and maintained to ensure its safety. The home has a Food Hygiene rating of 5, the highest score possible.

Leadership and Management

The service has excellent systems in place to monitor the smooth operation of the home. The Statement of Purpose is regularly reviewed and accurately describes the way the service is delivered. The Responsible Individual carries out visits as required, virtually due to visiting restrictions caused by the pandemic, or in person. An extensive range of audits are carried out to ensure all aspects of the service are monitored and reviewed. Quality of care reports are completed as required, and provide good evidence of how the service is performing and plans to improve the service.

People are supported by a knowledgeable and skilled staff team. Safe recruitment practices are followed when new staff are employed. Difficulties in recruitment in the care sector are recognised and the organisation are taking positive steps to address it. The service ensures training is up to date, and staff feel they have good training for their roles. Staff receive regular supervision to enable development of their skills and practice. They told us they feel well supported and feel valued by the organisation. Staff appear motivated and caring towards the people they support.

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
N/A	No non-compliance of this type was identified at	N/A

	this inspection	
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