



## Inspection Report on

**Ashley Court Care**

**ASHLEY COURT CARE  
70-74  
NEW ROAD  
LLANELLI  
SA15 3DR**

## **Date Inspection Completed**

20 September 2021

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## About Ashley Court Care

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	PREMIER 1 HEALTHCARE LTD
Registered places	47
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	Working Towards

### Summary

Overall, Ashley Court has a relaxed atmosphere that helps people and visitors feel at ease. People told us they do things that are important to them, which has a positive effect on their well-being. Care workers are enthusiastic and strive to make a positive difference to people's lives. Good communication channels are evident throughout the home, with prompt referrals to healthcare professionals where necessary. The manager monitors all aspects of people's care and takes prompt action to deal with any areas that require improvement. All employees demonstrate a thorough knowledge of the people they support. Care workers feel well supported by all senior staff members and the manager. They attend training relevant to their roles and the support they provide to people on a daily basis. A maintenance team maintains the home to a high standard.

### Well-being

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Care workers listen to people's opinions about the care and support they receive. This means each person receives the right support when they need it. One-page profiles record what is important to people and personal plans clearly describe each person's support and needs. The provider is working towards the Active Offer of the Welsh language: this means being proactive in providing a service in Welsh without people having to ask for it. Some people in the home are Welsh-speakers and there are staff members who speak Welsh.

Care workers are aware of the importance of each person's well-being. There is good sharing of communication within the team and senior staff make prompt referrals to healthcare professionals such as doctors and district nurses when necessary. Keyworkers and senior staff members regularly review people's personal plans, daily records and risk assessments. People and/or their representatives know about any changes made: they are actively involved in decisions that affect them.

There have been restrictions on activities and trips out during the pandemic. Care workers adapted their support to meet Public Health Wales guidelines, with many indoor and individualised activities arranged throughout the period. Two activities co-ordinators arrange for people to take part in a range of activities every day. This means people still do the things that make them happy and are as busy as they wish to be: there are singalongs, nail painting, dancing and board games happening in the afternoons, and people go out into the garden whenever possible. One relative said, *"Yes, it has been hard on everyone, but I know the staff did their best."*

## Care and Support

People have accurate and up-to-date plans for how the service provides their support. The provider considers a range of information to ensure they can meet people's needs,

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including relatives and external healthcare professionals such as social workers. Senior staff carry out initial assessments before people move into the home and a detailed recording system provides a clear record of people's support arrangements. The manager is updating the current system to make information more accessible to care workers at all times. Some people are not always able to express verbally their needs and wishes: care records include information regarding preferred methods of communication. Visiting health and social care professionals are positive about the care provided. For example, care workers know about people's nutritional needs: they follow relevant guidelines when they support people to eat. Care workers regularly offer people drinks throughout the day. Each person receives individual, thoughtful support from care workers with food: people are not rushed and enjoy meals as a social event.

As far as possible, the provider takes appropriate steps to safeguard people from neglect and abuse. Care records clearly state any risks to people's health and well-being and detailed risk management plans help to protect people while remaining as independent as possible. Care workers recognise their personal responsibilities in keeping people safe. They are aware of the whistleblowing procedure and are confident to use it if the need arises. They would approach the manager, but would contact external agencies such as the local safeguarding office if they thought they needed to. The provider has detailed policies and procedures to manage the risk of infection. There are good hygiene practices throughout the home and care workers refer to infection management policies when necessary. The home stores cleaning products securely in locked cupboards and there are guidance notes for handling the products.

## **Environment**

People receive support in a homely environment. The home is safe, warm and clean and people say they feel comfortable and happy living at Ashley Court. People live on either the ground floor or first floor of the building. There is a lift as well as stair lifts available for

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people to access different areas if they choose. Bedrooms are spacious and personalised to reflect the occupant's taste and interests, with items such as ornaments, soft furnishings, photos and items of furniture. We discussed the overall design of the upstairs lounge: it is narrow, with people sitting in chairs around the edges of the room. The manager explained they had tried moving chairs into small groups to make it easier for people to socialise with each other, but it was not popular with people at the time. However, the RI and manager intend to persevere with this, with a view to making the upstairs lounge more sociable for the people who use it every day.

People are safe from unauthorised visitors entering the building, as all visitors have to ring the front door bell before gaining entry and record their visits in the visitor's book when entering and leaving. Care records are kept securely in the senior staff office, and only available to authorised employees. Employee personnel records and Deprivation of Liberty Safeguards (DoLS) records are securely stored in a locked office.

Clear infection control procedures are in place and care workers use gloves and aprons when providing personal care. Two maintenance people check equipment monthly. Fire exits are free of obstructions and maintenance records evidence weekly fire alarm tests. All COSHH (Control of Substances Hazardous to Health) materials are stored correctly, in line with the COSHH Regulations 2002. Electric and gas safety inspections are carried out within the recommended timeframes and there are clear instructions displayed in the home on what to do in the event of a fire.

## **Leadership and Management**

Overall, the provider has a clear vision of the support it provides, and a positive regard to each person receiving support. During this year's pandemic, the responsible individual (RI) and other senior staff have maintained regular contact with people in the home and the staff team. Regular discussions have taken place with peoples' family members and professionals involved in their care. Regular audits monitor all aspects of people's care,

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including medication, infection control measures and record keeping. Any issues that arise are resolved in a timely manner. People and relatives know how to make a complaint if they need to, and are confident the provider would listen to them if they did. Each person has a copy of the complaints policy.

The provider ensures there are enough knowledgeable and skilled care workers to provide the right support for people. Pre-employment checks take place before new employees start work - these include reference checks, photo identification and Disclosure and Barring Service (DBS) checks. The staff induction programme is linked to individual learning outcomes and the 'All Wales Induction Framework for Health and Social Care.' Care workers undertake specific training relevant to the people they support, especially dementia. Care workers say this provides them with a good understanding of their roles and responsibilities and the best ways to support people. Regular staff meetings give care workers the opportunity to discuss their work and to keep up-to-date with developments in the service. All audits findings are summarised in six-monthly quality of care reports, which identify all actions to be taken and all planned improvements for the service. In addition, employees may discuss any issues they wish to raise in three-monthly supervision meetings.

People and relatives told us they feel safe. Care workers treat people with dignity and respect. When people first come to the home, they have a service user guide that describes what they can expect from the home. People and relatives told us they know how to make a complaint if they need to and are confident the provider would listen to them if they did. One relative said, "*We've not had to complain and if we did, we'd just talk to the manager anyway.*" Care workers have regular safeguarding training updates and are aware of current best practices. They told us senior staff members support them well and are always available for advice if necessary.

**Areas for improvement and action at, or since, the previous inspection. Achieved**

**Areas for improvement and action at, or since, the previous inspection. Not Achieved**

None	
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**Areas where priority action is required**

None	
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**Areas where improvement is required**

None	
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