



## **Inspection Report on**

**Woodside Grange Care Home**

**Woodside Grange Care Home  
45 Tan Y Bryn Road  
Rhos On Sea  
Colwyn Bay  
LL28 4AD**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

## **Date Inspection Completed**

16 November 2022

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## About Woodside Grange Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Woodside Grange Care Home
Registered places	35
Language of the service	Both
Previous Care Inspectorate Wales inspection	13 January 2020
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 are happy and well cared for at Woodside Grange. They are happy with the way the home is run, how clean it is, how attentive staff are and also the quality of the food. It is clear people have choice about all aspects of their life in the home. They are respected as individuals and staff know what matters to them.

Staff are trained and guided by policies and procedures to ensure practice is safe and effective. There is an emphasis on respecting choice, acknowledging people's strengths, and promoting independence. This is projected in the induction of staff, the guiding policies, and the personal plans for each person. Staff at Woodside Grange have worked here for many years; there is a clear mutual respect between staff and the leadership and management team.

The home is well maintained and provides a comfortable, homely and spacious environment. Different rooms serve a different purpose, whether that be to provide peace and quiet or a space for fun activities and socialising. There are internet connected televisions in all rooms including bedrooms, so people can choose what they want to watch.

The provider has good oversight of the service with frequent visits to the home and daily discussions with the manager. They know what is working well and are proactive in seeking views about what could be further enhanced for the benefit of people living here.

## Well-being

People have choice and control regarding all aspects of the care and support they receive. They choose when to get up, where and how they spend their day, what they eat and drink, and what time they retire in the evening. There are daily organised activities and people choose whether to partake. People's preferences are documented and staff are familiar with their wishes.

People's physical, mental, and emotional well-being is looked after by trained care staff who seek professional advice if required. Personal plans are comprehensive and focus on what matters to the individual and how they want their needs to be met. There is a clear emphasis on recognising people's strengths and skills and promoting their independence. Records are kept of people's daily progress and personal plans are reviewed every month to ensure they are always up to date.

Staff receive relevant training to ensure safe practices, including safeguarding of vulnerable people; they are guided by associated policies and procedures. The manager operates an open-door policy. Staff and residents can enter the manager's office at any time to chat with the management team. Staff can speak one to one with the manager so they can also express concerns in this way if the need arises. There are arrangements in place to ensure any decisions that restrict a person's liberty are made only in the person's best interest and with full consideration of the family and the local safeguarding authority.

The accommodation at Woodside Grange is designed to help people achieve their desired outcomes; corridors and rooms are spacious allowing people to move easily around the home safely. The layout is spacious and decorated to provide calming spaces and more stimulating areas for socialising. A lot of thought has gone into designing the grounds where there are themed gardens, designed to be stimulating, sensory and safe.

## Care and Support

The service takes care to ensure there is an accurate, person-centred personal plan for every individual, each one detailing how the person prefers their needs to be met. We saw care plans are based on comprehensive assessments of people's needs and preferences and these are reviewed every month to keep them accurate. They provide a clear picture of the person, their interests, their lives and what is important to them. We saw one person enjoys reading the newspapers and these are delivered daily. Another person enjoys a glass of whisky in the evening; one enjoys going out on their mobility scooter. They told us this happens. We saw many examples of how people are treated as individuals and enjoy things they have always enjoyed. One resident praised the staff and the cleanliness of the home. She said, *'It's very well run, there is always somebody there is you need anyone'*. This person frequently sits in the office chatting with the manager about their day and sharing their views.

Personal plans illustrate a person's strengths, what their skills are and the extent to which they need assistance. This helps promote and maintain people's independence skills. We saw one person had ingredients provided so they could cook their favourite meal, they were encouraged to try making their own drinks. The manager believes people's lives should not change when they come into the home, and *'It is just a different address'*.

There are daily activities people can choose to partake in. We saw a plan posted for the week which included bingo, arts and crafts and music. On the day of our visit there was a quiz. We saw care staff assist people at mealtimes with patience and sensitivity, and there is a friendly rapport. The mealtime experience is a harmonious and calm one. We saw two meal options are available, served with various potato options: pork loin with vegetables and mashed potato or curry with rice or chips. The meals look appetising and nutritious, menus and food stocks evidence availability of a good range of fresh vegetables and fruit. We spoke to people who said, *'The food is always good here'*.

People are supported to access healthcare and any other services necessary to maintain their health and well-being. Records illustrate people have appointments with their Dr, chiropodist, dental practitioners, and opticians. We saw specialist equipment has been purchased to ensure people's safety and comfort. One person was assisted to access an independent advocate to help them in making an important decision. The service is proactive in seeking advice and support for people when they need it.

There are mechanisms in place to safeguard people living in the home. Staff receive training in safeguarding and there are policies and procedures to follow should there be a concern of this nature. Records show how any restrictions on people's liberty are made only in people's best interests and with full agreement from all concerned.

## Environment

The service is provided in an environment with facilities and equipment that promote the achievement of people's personal outcomes. Although the home is an old building, it has been refurbished to a modern standard to create a safe, comfortable, and pleasant environment. The home is brightly decorated throughout, including a stimulating mural depicting a pleasant countryside scene. It is clean and tidy, homely, and comfortable. All rooms, including most bedrooms, have SMART internet connected televisions. We saw people enjoying a Cliff Richard concert, singing along and applauding the performance. Bedrooms are personalised with pictures, photographs and things that matter to the individual. There are several lounges where people socialise and watch television. There are also quiet lounges for people to spend time alone if they wish. The dining rooms are spacious and bright and create a calm environment to make dining a pleasant experience. Meeting minutes evidence staff are regularly asked for their views on how to further improve the environment; the manager is proactive about making the building feel like home. We saw there are plans to enhance the building with replacement windows in the next year. Externally there are safe and secure places for people to enjoy the fresh air and sunshine. There is a seaside themed garden with beach huts to sit in and a trickling water feature. The home's 'ice cream truck' serves refreshments in the summer and there is musical Punch and Judy stall. There is also a fully enclosed sensory garden with lots of seating to sit and enjoy peace and relaxation.

The service provider identifies and mitigates risks to health and safety. We saw risk assessments for individuals, including for personal emergency evacuation plans. Incidents of falls are recorded, monitored, and evaluated to identify themes and make risk management more effective. Records show safety checks are routinely carried out on matters such as water temperatures, legionella testing, fire equipment and fire safety; electrical testing and boiler safety checks are also carried out. There are regular fire drills and staff have received fire safety training. The home achieved a Food Standards Agency rating of 5 in 2020, which is the best it can be, and we saw infection control audits are carried out. The maintenance log shows staff are vigilant and quick to notify the maintenance manager if any repairs or maintenance is required. There are two maintenance workers employed and one is always on call so that matters can be addressed quickly.

## Leadership and Management

The provider has governance arrangements in place to support the smooth operation of the service and help ensure it is run safely and effectively. The responsible individual (RI) is also the owner of the home and oversees the effectiveness of the service. The RI visits the home at least twice a week to offer the manager support and monitor the service. Every three months the RI completes a report of matters they inspected during the visit, and any issues arising. We spoke with the manager who praised the RI for the level of support received and the open and honest relationship they have. Recorded minutes show regular meetings with staff are used to canvas views about the service and identify ideas for further improvement. The provider is proactive in maintaining good oversight of the service and in seeking ways to develop further.

People are supported by appropriate numbers of staff on duty at any one time. Staff are fully vetted prior to employment to ensure they are suitable for the role and are provided with the training necessary for them to work safely and effectively. They are familiar with the people they support and we saw interaction is always respectful, warm and friendly. Records show staff have worked at the home for many years. We saw the induction checklist is comprehensive and includes the way in which people and their relatives are to be always treated with respect and empathy. We spoke to staff who expressed their happiness at working at Woodside Grange; they praised the management, the support they receive and the relationships they have built with each other. The manager and deputy manager work side by side and are both on duty every day of the working week. We spoke with staff who said, *'This home is excellent; really excellent. The care, the management, the choices people have. Everyone really gets on with each other. The manager is like one of us. She mixes in and we can talk to her about anything'*. It is clear there is mutual respect between staff, the managers and provider of the service; staff feel valued.

We saw records that evidence the service notifies relevant regulatory bodies if there are any concerns and significant events affecting individuals. There are effective arrangements in place for notifying Care Inspectorate Wales and the local safeguarding authority should any matters of concern arise, ensuring openness and candour.

### 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
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**Date Published** 22/12/2022