



Inspection Report on

Min y Mor Residential Care Home

**Minymor Residential Home
Wellington Gardens
Aberaeron
SA46 0BQ**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

17/08/2021

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About Min y Mor Residential Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Ceredigion County Council Adults and Children's Services
Registered places	30
Language of the service	Both
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	Yes

Summary

People are very happy with the support they receive and are involved in their care delivery. Detailed, person centred plans guide staff, interactions are friendly and encouraging. People like and respect the manager of the service and have confidence in them.

The environment is poor and does not enhance people's well-being. The provider is aware of these issues and has started to upgrade the building. We have identified this and an Area for Improvement has been issued. We expect the provider to prioritise this improvement and to continue to update and improve the home.

The provider's management of the service is insufficient and potentially puts people's health and well-being at risk. We have issued a Priority Action Notice (PAN) to the provider and expect to see compliance in the oversight and management of the service.

The new proposed Responsible Individual (RI); has a clear vision of how they intend to lead the service.

Well-being

People receive individualised care and support. They are involved in decisions that affect their care delivery and discussions on things that matter to them. This is detailed in person centred plans. People remain as healthy as possible as they are supported by senior staff who work with health and social care professionals. An individual told us “*The staff are lovely and really good, I like them*”. People engage with care workers and interactions are encouraging and friendly. A family member told us “*All of the staff are excellent, they are so patient, caring and comforting. I’d say they are first class, they’ve just ‘got it’ and nothing is too much for them*”. People live in a service that provides an 'Active Offer' of the Welsh language and are able to communicate in Welsh or English as they choose. Recruitment and training ensures people get the right care and support, from skilled and knowledgeable workers. Staff protect people from abuse and neglect and are fully aware of their responsibilities to raise concerns. People know how to make a complaint if needed and have trust in the manager.

People are not always valued or respected as the majority of the environment is in poor repair and needs updating. When discussing the environment a worker told us “*I can’t remember the last time it was decorated – it looks sad in places. The care is really good but the décor lets us down*”. Two bedrooms have been re-decorated and the RI told us this is the standard of the rest of the planned works.

People do not have a voice because the provider does not always consult with people and/or relatives sufficiently. A Priority Action Notice (PAN) has been issued because of the potential risk to people’s health and well-being. The proposed new Responsible Individual described how they intend to monitor quality in the future

Care and Support

People are very happy with the care and support they receive. They describe positive relationships with all workers. People communicate with each other and the staff team in both Welsh and English. A person in the service told us “staff are lovely and nice, they are very helpful”. We saw many positive interactions throughout the inspection. A care worker told us *“I really enjoy working here. Just to see the different characters, make them smile, have a laugh”*. A relative told us *“every one of the staff are fantastic, we couldn’t wish for more, they are patient and understanding and I can’t praise them enough for the fantastic work they do. If there are awards they all deserve one”*.

The provider has accurate and up-to-date plans for how it provides care and support to people. We saw excellent examples of memory books that capture the individual, with pictures and family quotes bringing the plan to life. The manager considers a range of information from the person, their representatives, workers and external professionals. Risk assessments help to maintain people’s safety, while remaining independent. Senior staff regularly review all plans with people and/or their representatives so they remain relevant. We saw good evidence of health and social care professionals being involved with people documented. A health care professional spoke positively about the collaborative working and told us *“It’s a very friendly and caring home”*. Daily notes are inconsistent and do not always evidence people’s outcomes, we witnessed ‘no concerns’ as the only entry on several occasions. We expect the provider to address this and we will review at the next inspection.

During the pandemic, family and friends stay in contact by using video and phone calls. Each visit is risk assessed and we saw people meeting with family and friends in the garden and visitors pod. A person who lives at the home spoke positively about the support they get to access the community each week.

Sufficient staffing levels are in place to meet the care needs of people living at the service. Care workers confirmed they have enough time to support people appropriately. We observed care staff responding to requests from people in a timely manner. Interactions were friendly and relaxed. On the day of the inspection everyone was excited about the first group trip taking place since restrictions eased.

The provider has policies and procedures to manage the risk of infection. There are good hygiene practices throughout, we observed staff wearing the correct PPE and following Public Health Wales guidance.

Environment

The environment does not promote well-being because the majority of the décor is uninviting, carpets are worn, paintwork damaged and wallpaper is peeling. Two vacant rooms have been fully re-decorated and look bright and fresh. The RI told us that funding is in place and this is the standard for the whole decoration programme. Communal areas have been adapted to give people more opportunities to socialise, there is a pub, hairdresser's and skill development kitchen. Individual rooms are personalised with photos, furniture and lighting. Every bedroom door has a poster to introduce the person, which is an excellent conversation starter. We observed confidential information in a communal bathroom, the deputy manager removed these immediately. All of the staff spoken with want to see an improvement in the decoration of the building. A worker told us *"Some of the wall paper has been up for at least 15 years. Can't remember the last time the home was decorated"*. Two sections outside of the building are accessible for people. However the rest of the grounds are unkempt and areas are difficult to access safely because of lack of maintenance. The provider is aware of the challenges with the building and have a plan in place. We have identified this as an Area for Improvement and expect the provider to continue with the building upgrades.

Regular Health and Safety audits of the property are completed. The home is compliant with Fire Regulations and testing of fire safety equipment is up-to-date. Personal Evacuation Plans are individualised and available in emergencies.

The kitchen has a five star food hygiene certificate. People make daily choices from the menu and alternatives are available. A person who lives at the service told us *"I'm gluten free and they are good at making sure I get nice meals"*. Care workers follow plans to meet people's nutritional needs. A family member said *"Food is excellent and they are very accommodating. Mum was prescribed nourishment drinks and they make sure she has them. The proof is in the pudding because she looks great – her skin, hair and nails look great"*

Additional COVID-19 measures are in place. We observed sanitation stations throughout and a strict testing procedure for all visitors.

Leadership and Management

The provider does not have effective arrangements in place for monitoring, reviewing and improving the quality of the service. Over the last two years the Responsible Individual (RI) statutory quarterly visits to the service were not always completed. Those that were, did not consult with people or workers sufficiently. Whilst we acknowledge the difficulties the pandemic has created, no alternative arrangement for seeking these views was made. The six monthly Quality of Care Review; evidenced positive feedback from people about the care and support they receive. The need to recommence the planned work and improvements in the property was also noted. The lack of oversight has potentially put people's health and well-being at risk, we have therefore issued a Priority Action Notice. The new proposed RI (who is currently going through the registration process) outlined their plans to improve oversight of the service. They intend to use existing quality assurance tools and one to one discussions.

There is a culture of openness in the home and everyone feels well supported. A family member said *"the manager is brilliant and very approachable, easy to talk to and gets things sorted, she's excellent"*. Care workers are positive about the support they receive. A care worker said the managers are *"fantastic, supportive, door is always open, listens to any concerns you have. The assistant manager works hard, much the same as the manager"*. They confirmed they receive regular, supervision meetings, including annual appraisals. Discussions with staff, demonstrated a good understanding around safeguarding. All were confident the manager would act on concerns. We saw staff following appropriate infection, prevention and control measures. Policies and procedures are in place to support good practice and staff have a sufficient understanding of key policies.

Pre-employment checks take place before new employees start work. These include reference checks, right to work and Disclosure and Barring (DBS) checks. Care workers receive mandatory and person specific training to meet people's needs and enable outcomes.

Adequate numbers of staff meet people's needs. Many care workers have been at the service for years. They have built good relationships with people and understand their circumstances and individual needs.

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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