



Inspection Report on

Millheath Nursing Home

**Mill Heath Nursing Home
Parret Road
Bettws
Newport
NP20 7DQ**

Date Inspection Completed

11/09/2023

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About Millheath Nursing Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	FC Mill Heath LTD
Registered places	40
Language of the service	English
Previous Care Inspectorate Wales inspection	28 July 2022
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

People enjoy living at Millheath Nursing Home and are treated with dignity and respect by care workers. There is a positive atmosphere in the home, where people spend their time as they choose. Families, friends, and representatives are supported to visit the service and have good relationships with the management and care workers. Personal plans are clear and informative, enabling care workers to deliver support in a way that meets people's needs and preferences.

The home is secure, clean, and tidy. People have access to plenty of communal and personal spaces. The lounges and gardens provide opportunities for people to socialise and enjoy activities together. There is some work underway to redecorate parts of the home that show wear and tear.

Care workers feel well supported by the management team and are confident in their roles. There are clear oversight and governance processes in place to support the smooth running of the home. The service has worked to address all non-compliance identified at the previous inspection and has achieved all areas for improvement previously highlighted.

Well-being

People are happy living at the service. People choose how they spend their time, and who they spent their time with. People are supported to follow their interests and engage in a variety of activities. We saw people choosing and watching a movie, completing crosswords, enjoying a chat and music with staff, and spending time in the garden. Care workers are kind, polite and respectful to people. We observed people laughing, smiling, and joking with their care workers throughout the inspection visit. Care workers are familiar with people's needs and preferences and ensure these are catered to throughout the day. At present the service is not working towards an active offer. However, there are staff working at the service who are able to attend to people's needs in a variety of languages, including the Welsh language.

People's preferences are catered to with the menu, and people enjoy the food in the service. The service has a food standards agency rating of satisfactory (3). The service has a pleasant and calm atmosphere, with plenty of communal space for people to socialise. We saw people enjoying these spaces and time together. Some areas of the home need refreshing, and some maintenance work is required to ensure that all areas are fit for purpose. However, these do not appear to impact people's wellbeing currently. We are assured that there are plans in place to improve the environment for people living in the service, and we look forward to seeing these actioned at the next inspection.

Families speak highly of the support their relatives received and are happy to be able to visit in a flexible and supportive environment. People and families have a positive relationship with the leadership team and feel confident and supported to raise any concerns. People are safe and well looked after. The service has a clear safeguarding policy to protect people from potential harm and abuse. There are clear procedures in place to support the policy, and good oversight of these processes by the manager and responsible individual (RI). The service benefits from an experienced leadership team who know people well.

Care and Support

People benefit from the care and support they receive. There is clear rapport and positive relationships between people and the care workers. Families told us they “*Can’t fault the service,*” “*It’s fantastic.*” People’s personal plans are accurate and reviewed frequently, ensuring that all care workers have the most up to date information about a person’s wants and needs. The plans have clear information on how to meet people’s wellbeing outcomes and the associated risks. The service has good oversight of the care planning process to support the manager to audit and review. At times, the information contained within personal plans is brief but informative, we saw this reflected in the daily notes recorded by care workers which at times were task focussed. However, the delivery of care and support is warm and friendly. It is evident that people’s preferences are known and respected. People are happy in the company of care workers and with the support they receive. We saw care workers take time to sit with people and ask about their days and interests. Care workers give warm and friendly reassurance to people when they show signs of distress and are keen to make people smile.

People are supported to be as independent as possible. Where people are unable to keep themselves safe, the necessary procedures are followed. Appropriate arrangements are in place with the Local Authority to ensure decisions are made in people’s best interests, when required. There are clear and robust systems for auditing care and support delivery. The service has an electronic system for managing the administration of medication, which is thorough. Nursing staff demonstrate a thorough understanding of the services medication policy and procedures, which supports the safe handling of medications.

The mealtime experience is positive at the service. People choose not to sit at the table; however, we saw people happily eating whilst continuing to watch a film. People are content and encouraged to do as much for themselves as possible in line with the services ethos. People receive food in a timely manner, and care worker work quickly to ensure people receive their meals. Care workers are pleasant and communicate positively during mealtimes. People’s preferences are adhered to. The RI and manager are taking action to review the provision of care workers at busy times to minimise the risk of people’s communication being missed.

Environment

The environment meets the needs of people using the service. There is clear evidence of personalisation in people's bedrooms, with people encouraged to bring their own belongings, and photographs. The home benefits from communal bathrooms, with equipment to support people to bathe safely. There is a patio area, decking, and garden space towards the rear of the service. The large conservatory has been decorated with blinds to reduce heat coming from the ceiling. This leads to the dining area and lounge downstairs, enabling a lovely view, and easy access to outside spaces. Upstairs the services benefits from additional lounge, which has recently had air conditioning fitted to support in warmer weather. Seating is laid out in a way that supports communication and group activities, and there is plenty of space for people to spend time with others, or independently if they choose.

The service is clean and clear of clutter, housekeeping staff work to ensure the home is clean, and pleasant for people living at the service. At times there is difficulty locating storage for equipment. This is being addressed by the manager and RI, and we look forward to seeing improved storage at the next inspection. The environment is safe for people using the service. Some areas of the service show signs of wear and tear and require redecorating. The decking in the garden requires maintenance to ensure it is fit for purpose, but there is plenty of accessible outside space and seating. The service has a robust procedure for logging and recording maintenance work and there is an action plan in place address these areas. Work has been undertaken to update some bedrooms by adding patio doors leading to the garden, which is a positive addition to the space, and provides the service with options to support people with bariatric care.

There is adequate equipment provided to support people where required. We saw people have access to walking aids, and there are servicing arrangements for all equipment in the home. The manager has clear systems for monitoring health and safety processes, and there is evidence of daily checks to ensure any issues are acted upon. The service is currently undertaking work in response to their fire notice, we will consider the services progress in this area at the next inspection.

Leadership and Management

People benefit from the consistent leadership and management in place. The manager and deputy manager have worked in the services for many years and have developed good working relationships with people, care workers, families, and representatives. People are familiar with the management at the service, we saw the manager comforting people, and supporting care workers to meet people's needs.

There are strong governance arrangements in place to support the smooth running of the service. The RI is supported by the manager and deputy, as well as an operations manager. There is a clear structure in place to support care workers to meet people's wellbeing outcomes, and to provide ongoing monitoring, analysis, and evaluation of service delivery. The RI undertakes regular visits to the service and is familiar to staff and people living in the service. The RI has clear systems for gathering feedback from people and analysing this to improve service delivery. This is enhanced by the auditing undertaken by the service manager, ensuring that areas highlighted are addressed, and timely action is taken.

There are enough care workers on duty to support people effectively, although care workers told us they would benefit from increased time to spend interacting with people. We saw people were supported in line with their personal plans, and the rota showed consideration of the sufficiency of staff in line with people's dependency levels. We are assured that the management are considering the deployment of staff at busy times to alleviate pressure and enhance the experience of staff and people living at the service.

Care workers are suitably recruited, trained, and supported to carry out their duties. Care workers receive frequent training relevant to their roles and feel well supported the management team. They told us the manager is "*always available*" and "*supportive with everything*." The service follows safe recruitment practices. Care workers are well supported through regular supervisions and appraisals which is an opportunity to receive support and reflect on their personal development. Care workers are trained to understand the needs of people they support. There is a plan in place to ensure any gaps in training are planned for.

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
35	Staff files do not all include all of the required pre employment information	Achieved
73	No evidence of RI visits was provided for over six months	Achieved
80	The RI has not completed a quality of care report in the last six months. The last report does not contain analysis of safeguarding matters or whistleblowing	Achieved

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