



## Inspection Report on

**Newton Care Home**

**Newton Care Home**

**280-288**

**New Road**

**Porthcawl**

**CF36 5PL**

**Date Inspection Completed**

01/06/2023

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## About Newton Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	breaksea residential homes ltd
Registered places	35
Language of the service	English
Previous Care Inspectorate Wales inspection	18 May 2022
Does this service provide the Welsh Language active offer?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

### Summary

People receive care and support from a friendly staff team who prioritise spending time with them and completing tasks in a sensitive and unhurried way. We saw people seemed comfortable with care workers and responded well to them. Personal plans and reviews continue to require improvement to consistently contain relevant and up to date information to enable care to be given at the right time and in the right way. Medication is mostly stored safely and administered as prescribed. External health professionals are referred to when needed. The environment is clean and has lots of communal spaces for people to use for activities, or quiet time should they wish. Infection control practices are currently inconsistent and require improvement to minimise risk to health. There is a new manager in post who is familiar with the home and is working with the Responsible Individual (RI) to have good oversight of daily events and put more structured quality assurance processes in place. Care workers gave positive feedback about the new manager.

## Well-being

People are supported to make choices about their day-to-day care. We observed people moving freely around the home throughout the day as they wished. Most people reported they were able to choose their meals and what they did with their time. The manager advised they are improving ways to take feedback from people and staff members about people's preferences. Staff members told us it was their priority to know people living at the home and their likes and dislikes. There is an activities co-ordinator who works two days a week and the home has 'pub' and 'cinema' rooms that people can be encouraged to use.

Staff and management refer to external health professionals to support people's physical and mental health. We saw evidence of regular conversations with GPs and district nurses, and the manager discussed contacting occupational therapists and speech and language therapists for assessments and guidance. Personal plans and reviews of these plans require improvement to ensure all health and care information is relevant and up to date so people receive the right care at the right time. Medication is mostly stored safely, recorded correctly, and administered as prescribed. Medication is administered only by suitably trained senior care workers. The senior we observed completing a medication round during our inspection was competent and able to competently discuss the process with us. There is a medication policy in place at the service.

The service has measures in place to protect people from abuse and harm. The care workers we spoke to on the day of our inspection confirmed that they would be able to identify any safeguarding concerns and report them appropriately. They said they felt the manager is approachable and would respond to any issues raised. There is a safeguarding policy in place at the service.

The environment does not always support people's wellbeing. During our inspection, we found the home to be clean. However, more robust infection control practices are required to minimise risks to people's health. There has been redecoration inside the home, which is ongoing. There has also been work done on the accessible outside space, making it more comfortable and appealing for people to use in nice weather. People can access the outside space independently, should they wish.

## Care and Support

People gave mostly positive feedback about the care workers supporting them and the manager, who has recently come in to post. They told us: *“I would tell the carers if there was anything wrong or I had a problem”* and *“They are all lovely here”*. They also told us: *“they don’t always get to ask everyone what they want for their meals”* and *“sometimes I am waiting a while for someone to bring me down to the dining room”*. During our inspection visit, we observed a calm atmosphere in the home and saw care workers interacting with people in a friendly and positive way.

Personal plans do not consistently contain relevant and up to date information about people’s health and care needs and how those needs are best met. This means that care workers who are unfamiliar with these people will not be able to provide them with the right care in the right way. During our inspection visit, some care workers were able to accurately tell us about people’s needs, when these needs were not detailed correctly in their personal plan. However, we also spoke to care workers who were unaware that a person was having issues with one aspect of their care, which was also not detailed in the care plan, but which we observed during our visit. Other aspects of people’s holistic needs, such as spirituality and sexuality, are not included in their personal plans. Similarly, reviews of information recorded in personal plans do not currently contain meaningful reflection of events that have occurred that affect the way in which people need their care to be provided. We discussed these with the manager and RI.

Mealtimes at Newton Care Home are calm, and people can choose to eat their food where they wish- in the dining room, the lounge, or in their bedrooms. People are encouraged to come down from their bedrooms at mealtimes to socialise. We observed that some of the food options, such as types of meat, were not popular with people and going back to the kitchen. The cook told us they had also noticed this with some food. We discussed this with the manager who confirmed they will strengthen ways to gather feedback from people living at the home, the cook and care workers, to find out what people’s food preferences are and make more of those available.

## Environment

Newton Care Home is a large home with a variety of communal areas that can be used for different activities. They have themed rooms, such as a 'pub' room and 'cinema' room, with lots of potential for socialising and activities. There is also a quiet lounge that can be used for visitors, as well as the main lounge and dining area. There is accessible outside space that has been recently updated with new patio furniture and decoration to make it a pleasant and comfortable place to spend time. There has been some redecoration inside the home, and more is planned. People's rooms are neutrally decorated and contain their personal belongings to make it homely.

The home is kept clean, and the kitchen has recently been awarded a food hygiene rating of 5 (very good). However, infection control practices in the home are not currently robust enough to fully minimise risk to people's health. We found clinical waste that had not been appropriately disposed of, prescription creams and toiletries in communal bathrooms, and some areas of the bathroom that required repair and maintenance. We advised the manager and the RI that infection control requires improvement. The manager told us they will implement a daily walkaround and spot checks to ensure care workers and laundry staff were following the correct procedures.

Facilities and utilities are serviced and maintained to ensure they are fit for purpose and safe to use. There is a maintenance worker who works between Newton Care Home and its sister home. We saw evidence of testing and servicing of fire equipment, mobility aids, lifts, gas and electric by external contractors. Fire alarm and emergency lighting tests are completed in house. People have personal evacuation plans (PEEPs), which detail the support they would require to evacuate in an emergency.

## Leadership and Management

There is a new manager recently in post at Newton Care Home. They are working towards their vocational management qualification to register with Social Care Wales as required. Care workers gave us positive feedback about the new manager, telling us: *“the transition between [previous manager] and [new manager] was very smooth, which was good for us”, “I like [new manager], they are very calm and are not always looking over our shoulder”*. The manager advised us that they have plans for more structured processes for care workers to follow, which they hope will better support the current way of working.

People are supported by suitably trained and supported care workers. We sampled some staff personnel files and found they contained the required recruitment information and pre-employment checks. All staff are working with a current Disclosure and Barring (DBS) check. Newly employed staff follow an induction framework and complete shadow shifts prior to starting in their roles. We spoke to a care worker who was shadowing. They gave positive feedback about the process. Care workers are being booked on to, and attending, mandatory training for them to be competent in their roles. One to one supervision sessions between staff members and their line managers are up to date and the manager has a process in place to ensure these continue to be held regularly.

Quality Assurance processes are in place. The manager advised they have started making ‘manager’s notes’, auditing events that occur in the home, and completing monitoring checks to ensure the new processes being put in place are being followed. The RI visits the home often and is working to formalise reports on their visits to be collated for their six-monthly quality of care report. This is so the quality-of-care report is more reflective of the strengths and weaknesses of the service at that time. There are documents such as the home’s statement of purpose, policies, and procedures, in place at the home to provide information and guidance to staff, people living at the home and their representatives. Notifications are being made to the regulatory body as expected, and during our inspection visit we confirmed the manager was aware of what were notifiable events.

### 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
36	Staff must receive appropriate and regular training and supervision in order to safely perform their roles.	Achieved

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
56	Potential risk of illness or cross contamination from insufficient infection control practices	New
15	People's personal plans should outline how their current needs should be met on a day to day basis.	Not Achieved
16	Personal plans and risk assessments require regular review to ensure they contain relevant and accurate information.	Not Achieved
35	The provider must hold information about staff that proves they are fit to work at the service.	Achieved
60	The regulatory body must be notified of significant events listed in regulations	Achieved

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