



## Inspection Report on

**Wepre Villa Homes Ltd**

**Wepre Villa Care Home  
36 Hall Lane Connah's Quay  
Deeside  
CH5 4LX**

## **Date Inspection Completed**

12 May 2022

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## About Wepre Villa Homes Ltd

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Wepre Villa Homes Limited
Registered places	32
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	No. This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service.

### Summary

People living in the home are happy with the care and support they receive. There are systems in place for ensuring accurate and personal information about their needs and preferences is collated and fully considered in care provision. People are respected as individuals, the story of their lives, their wishes and preferences are a key feature of care planning. People praise the staff and management of the home and confirm they are very attentive, caring and helpful.

The service's policies and procedures, alongside the knowledge of trained staff, help ensure safe, effective practices. People's health and well-being is monitored and health advice sought when needed. Nutritional needs are met by an experienced cook who takes time to ascertain people's menu preferences on a daily basis and there are options on the menu to help satisfy individual tastes.

The provider's regular audits of the service help ensure the building is maintained and continued improvements are made. Rooms have been redecorated, floor coverings have been replaced and dining furniture purchased. The environment is equipped to help people with their mobility and provides a space that is clean and warm. People living in the home are happy with their surroundings and the care staff who support them.

## Well-being

People have choice and control about the care and support they receive at the home. They can choose how and where to spend their day. People can choose what they want to eat and we saw the cook take time to listen to people's preferences; there are options available to suit individual tastes. Personal plans include information about people's history, their likes and dislikes, their hobbies and other interests so that care can be tailored to suit them. This helps to inform staff who can then offer more individualised support and engage in mutually interesting conversation. People living in the service express great satisfaction with the care staff and we saw staff interaction with residents is respectful and kind.

People's physical, mental and emotional well-being is looked after by care staff who promptly seek professional advice when required. Health appointments are arranged for people such as dental, chiropody, optician and the G.P. Weight and nutrition is monitored and specialist equipment purchased for those who need it. People's personal plans are reviewed regularly and information shared with staff at the start of each shift so they are always aware of any changes in people's needs. Effective infection control procedures have helped to keep people safe during the coronavirus pandemic; all staff and visitors wear face masks, visitors are tested for coronavirus before they are allowed entry and hand sanitisers are situated safely around the home.

Staff are well trained in a range of relevant topics to help ensure people get good quality and informed care and support. Safeguarding training is one such area and policies and procedures further support this. Frequent meetings between management and staff provide an opportunity to discuss practice and express any concerns. The service has arrangements in place to ensure any decisions that restrict a person's liberty are made only in the person's best interest and with consideration of the views of the family and the local safeguarding authority.

The accommodation provided is warm, clean and nicely decorated. People have the furniture they need to keep them comfortable such as adjustable beds and reclining chairs. New furniture enhances the dining room and replacement flooring provides a practical alternative to the previous carpets. The provider has arrangements in place to identify areas for improvement that will enhance people's experience; residents are involved in the decision making process. Aids around the home help people mobilise and move between floors and the large communal space means people can choose where to spend their time. People are happy with their surroundings.

## Care and Support

The service has an accurate and up-to-date plan for how people's care is to be provided. Plans are written in a person centred way and include one page profiles of the individual which provides a quick snapshot of who the person is, their likes, their dislikes and their history. People's family are involved in planning their care and this helps ensure the service has a full picture of the individual's needs and aspirations. There are a range of risk assessments in respect of each individual to help ensure all activities of daily living are safely carried out. Records show any restrictions placed on people's liberty is properly assessed to check such measures are necessary to keep people safe and are in their best interest.

There are monthly reviews of personal plans to ensure continued accuracy and these include consideration of '*what have we tried, what have we learned, what are we pleased about, what are we concerned about*'. We saw a report written by the local authority who commission most people's place at the home; it praised the care planning approach and the manager's attitude to continuous improvement.

We saw the cook sitting with people to ask about their preferences for the day's menu. There are two options for each meal but further changes are made on request. People told us '*the food is excellent*'. They said they are happy living in the home and praised the food and the '*excellent staff*'; two people said '*they can't do for enough for you*'. Staff we spoke with separately told us of activities such as 'can alley', 'ring toss', skittles, quizzes, cards, bingo, taste night; a member of staff had her baby shower in the home and people participated in guessing the weight of the baby.

Records show people get health advice and support when they need it. People have appointments with district nurses and GP's, community psychiatric nurses, opticians and dental practitioners. We saw dental and oral health care plans are reviewed monthly, nutrition and fluid intake is monitored when people are unwell. Records illustrate how people's health is carefully monitored and the G.P is called for quickly when needed. Everyone has a specialist bed to help promote comfort and protect skin where mobility is restricted. Some people have larger beds when their comfort depends on it.

The service promotes hygienic practices to manage the risk of infection. All visitors are tested on arrival for Coronavirus, results are recorded and temperatures are taken. Sanitising stations, masks and aprons are on every corridor and outside bedrooms throughout the home. Instructions to staff and visitors are visibly posted, staff wear face masks.

## Environment

The provider ensures people's care and support is provided in an environment with facilities and equipment that meets people's needs and helps them achieve their personal outcomes. We saw rooms are decorated to a good standard, clean and bright and every room is redecorated once vacated so that new residents have fresh accommodation. Over the last year some rooms have been redecorated, the dining room furniture has recently been updated, some floor coverings have been renewed and the manager confirms there are plans to replace the remaining stained carpet with cushion flooring. The lounge has a large screen television on which people can access films on demand. Other technology provides music throughout the communal areas. People have reclining chairs and adjustable beds to maximise their comfort. Grab rails and mobility aids assist people to move around the home and there is a lift between floors. Improvements are always being made to the home and the last Quality of Care Review Report, produced by the service's responsible individual, commits to involving residents in any decision about their immediate environment. The same report confirms further quality assurance audits will measure progress towards and efficacy of improvements.

The service provider identifies and mitigates risks to health and safety. We saw generic risk assessments for the home and individual risk assessments for various activities undertaken by each person. Incidents and accidents are monitored and evaluated to identify themes and make risk management more effective. Records show safety checks are completed for water, fire equipment, nurse call system, electrical appliances and electricity installation. Staff have received training to enhance safety such as fire safety, first aid, food hygiene, health and safety and moving and handling. A new boiler was recently fitted and corrective actions already taken following a recent water inspection. The home has a maintenance staff and we saw a log is kept of works to do and those already completed. We saw equipment folded and stored away from walkways. There are two domestic staff on duty in the day and the home is clean and tidy. The Food Standards Agency have awarded the home a rating of 5 which means the hygiene standards are very good and fully comply with the law.

## Leadership and Management

The provider has governance arrangements in place to ensure the service is well run. We saw the responsible individual visits the home every three months and records what is reviewed and audited at these visits. Quality assurance reviews also take place every six months resulting in a report outlining what is working well and where further development is needed. The audit considers key issues such as how well the accommodation supports people to achieve their personal outcomes, that people have a choice about their care and support, and they are protected from abuse and neglect. A range of policies and procedures are read by all staff to keep practices safe and these are kept where staff can easily access them for reference.

People and staff can speak to the manager daily as they are present most of the week and visible to all. People living in the home praise the manager for the way they run the home and express great satisfaction with the staff who support them. The local authority have confirmed their satisfaction with the manager and the work they have completed towards further enhancing person centred practice. We also spoke with staff, some of whom have worked at the home for many years. They shared examples of how well they work together and how the recent Coronavirus pandemic has built on a sense of camaraderie. Staff confirm they feel well supported, they can ask the manager for anything they want and they will oblige. Staff enjoy their work and get on well with the people they work with.

People are supported by a service that provides appropriate numbers of staff who are suitably fit and have the knowledge to provide the care and support required. Staff records show safe recruitment procedures are in place and they are trained in a good variety of relevant topics. We saw training in topics very specific to individuals in the home. This helps ensure staff can meet very individual needs. Records show staff receive support from their manager, with regular opportunities to meet and discuss practice and an annual appraisal of their developmental needs and of their wellbeing. We saw there are sufficient staff on duty to meet the needs of people living in the home, to cook, to clean, to maintain the building and do the laundry and staff rotas show this is usual practice. Some staff have worked at the home for many years and there is a good sense of them being part of a team; staff are happy in their work and enjoy what they do.

The service provider has oversight of financial arrangements and investment in the service and this helps ensure it is financially sustainable and provides for safe, effective support. The home is clean and comfortable with furnishings and furniture suitable for people in the home. We saw evidence of investment in the building, in the staff, and in items to enhance the satisfaction and comfort of the residents. Redecoration, comfortable beds, the purchase of new furniture all helps to improve the environment and enhance people's overall wellbeing.





### 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
N/A	No non-compliance of this type was identified at this inspection	N/A

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