



## Inspection Report on

**Sandford**

**50 Gronant Road  
Prestatyn  
LL19 9ND**

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

**This report is also available in Welsh**

**Date Inspection Completed**

02/11/2023

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## About Sandford

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Pearlcare (Sandford)Ltd
Registered places	40
Language of the service	Both
Previous Care Inspectorate Wales inspection	<a href="#">8 June 2021</a>
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

### Summary

People receive very effective care to help them achieve their personal outcomes. Care plans are constantly reviewed so they always contain up-to-date preferences, goals and needs. People have control over what happens in the home; the décor; their bedrooms; the menus; the activities and trips out. People have high praise for the care they receive, and the progress they make living here. Some practices have been commended by visiting professionals and are used as examples to inform others in the care sector.

The home is clean, bright, warm, and welcoming. Corridors have grab rails so people can get around safely and there are a choice of rooms for people to spend their time. The home is maintained and updated on a continual basis; bathrooms have recently been refurbished to be brighter and more modern; virtual assistant technology provides calming nostalgic music around the home; the garden is landscaped to provide colour and scent.

Staff are safely recruited and well trained; they enjoy working at the home and have high regard for each other and the management team. The provider of the service is informed by information from the manager and the RI (responsible individual); they know what is working well and are invested in making continued improvements.

## Well-being

People have control over their day-to-day life. We saw people spend time doing what they want to do. They can stay in their room or wander around the communal rooms or use the gardens. Care plans identify what matters to people and this information is reflected in the delivery of care such as staff initiating conversation about a person's hobbies and interests. We saw efforts are made to provide Welsh language with some staff using basic Welsh and the manager enrolling on a Welsh course. Bilingual signs are around the home, the Welsh culture is celebrated such as St David's day and documents can be provided in Welsh. Regular resident's meetings allow people to have their say about matters such as the environment, food and activities. Staff alter care delivery to accommodate people's preferences all the time, looking at ways to create happiness and wellbeing.

People are healthy and are supported to make good choices about their wellbeing. Health and wellbeing is closely monitored; excellent systems are in place to manage and reduce the frequency of falls, with which the home has great success. Close monitoring of people's nutritional intake and body weights, especially of those who do not eat well, helps staff to identify issues promptly and explore alternative ways to encourage people to eat, such as providing finger foods. Dieticians and other health expertise is sought when needed.

Staff are trained to protect people from abuse and neglect, and the culture of openness and honesty embedded in the home, together with approachability of the management team, enables staff to feel comfortable raising any issues they may have immediately. All staff are required to be familiar with the policies and procedures in the home, including safeguarding and whistleblowing policies.

People have a social life and can be with people they choose. One person told us how they love the company of others living in the home and they enjoy sitting next to a particular '*nice lady*'. People enjoy visits from their relatives who can call into the home without appointment. The service has a minibus and trips are arranged.

The service provides accommodation that people are happy with. They choose how they want their home to look; views on colours of communal rooms are sought prior to redecoration such as the recent changes to the dining room respecting the majority preference for purple. Plants in the garden have been selected for colour and there are

plenty of places to sit and spend time outside. Rooms are comfortable and bright and background music helps create a homely and calming environment.

## Care and Support

Care plans are thorough, accurate and person centred. They consider all elements of physical, mental and emotional wellbeing and give a clear picture of the person, their interests and what matters to them. Care plans include the views of the people and their families, and they are reviewed monthly to ensure they are always up to date.

People are provided with very effective care and support. They decide on their own plans with the manager, and care delivery is tailored to meet their unique preferences and needs. While care plans guide staff, we saw initiative is used to alter these as and when needed, daily if an opportunity for progress is identified. One person said they are lonely but do not enjoy mixing with the other people in the home. This was managed sensitively at the person's own pace and preferences and, within days, they now enjoy socialising with others in the lounge. Care plans are not static; they constantly evolve as people's goals and preferences change and progress is made. Every element of care delivery is entered immediately electronically to the service database so nothing is missed. People attend resident's meetings and we saw on a notice board the discussed agenda, the ideas suggested by residents for such things as the menu and activities and trips, and the actions taken to put this in place. A trip to Blackpool has taken place and another is organised. People have a real choice and say about how the service runs from month to month. People and relatives describe the quality of all care as '*excellent*'. Relatives express surprise at how much progress is made.

We saw examples of how people access healthcare and other services to maintain and improve their wellbeing. We met people whose health and wellbeing has noticeably improved since coming into the home. We met people who did not speak on admission but now chat well with others, another person now sleeps much better since a medication review, arranged on admission; someone else now has an improved appetite. Falls are managed so effectively, visiting health professionals are sharing the good practice with other homes. The service looks holistically at people's needs, fully considering medical and social history, what has changed since the person's wellbeing deteriorated. People and their relatives are very impressed with the quality of care provided and the evident positive impact on people. A relative told us how a person is happier that she has been for a long time.

Medication management is closely monitored. We saw how the manager's vigilance identified potential issues and dealt with them immediately. Every aspect is well audited and staff competence regularly checked to ensure excellent practices.

## Environment

The service provides accommodation which is designed to help people do what they want to do when they want to do it. The home is clean and tidy throughout and it is homely and welcoming. Each room is easily accessible with spacious corridors and grab rails, and pictures on walls so people recognise where they are. There are different communal areas for people to choose from and another room is being refurbished to provide additional quiet space. All rooms are nicely decorated in colours people have chosen. Fidget boards and reference to village life such as a large red post box are aimed to help people with dementia feel at home and occupied. The manager is always looking at ways to enhance people's life in the home; music can be heard throughout the home and carefully positioned lighting adds ambience. Dining tables are attractively dressed with napkins and place mats and condiments. The manager has sourced dementia friendly tableware so everyone will enjoy the same dining experience. It is clear the manager has excellent oversight of the home; we saw audits of every aspect of the service including the entire environment are completed every month. Minutes of the staff meeting illustrate the manager has conversations with the staff about keeping the environment in its best condition including letting management know if there are any repairs required. The manager had noticed some scuffed skirting boards on one of his audits and expressed disappointment no staff had alerted them to the issue. The manager wants to deal with things quickly, so the home is always in its best condition.

We saw investment in the home is ongoing such as in bathrooms to make them brighter and more modern, and corridors are being decorated to add to the dementia friendliness of the home. The garden has been landscaped to ensure plenty of colour in the Spring and Summer and there are plans for the garden summer house to be converted to an activities hub. The manager told us how the provider really wants to invest in the home, keen to make it the best it can be. The maintenance person told us anything they ask for to enhance the home is agreed.

Records evidence all safety checks are carried out at the required frequency. We saw up-to-date certificates for gas safety, electricity installation, water safety; fire equipment and emergency lighting has been checked and the lift and hoists have been maintained.

## Leadership and Management

Governance arrangements are highly effective and ensure the service runs well. Multiple areas of the service are audited by the manager and those audits are checked again by higher management and the RI (responsible individual). The RI visits the service every three months, and an operations manager visits the home to complete audits more frequently. The checks and measures in place ensure the service is highly effective.

The RI has excellent oversight of the home through ongoing quality assurance processes. A compliance checker is used every month to check the service's rate of compliance with regulation under RISCA (Regulation and Inspection of Social Care (Wales) Act 2016). Surveys are conducted to gain the views of people using the service and their relatives. Audits and improvement plans are examined to ensure progress is always ongoing. The manager is proactive and responsive; they are vigilant and act quickly when they see anything that falls below the expected standards. We saw spot checks have been completed at night to ensure good practice continues all hours. The manager pre-empts worse case scenarios and puts measures in place to ensure practices are highly effective. For example, evacuation procedures are regularly tested and have proved highly effective; visiting professionals share this model of good practice to inform other services.

People are supported by effective, well-trained staff in sufficient numbers to meet their needs, provide companionship and assist with activities. There are effective recruitment procedures to ensure all staff are suitable for their role. Records show references are followed up and disclosure checks are always completed. The service's computer system trackers keep the manager up to date with training progress and help identify where refresher courses may be needed. We saw an excellent rate of completion of training ensures staff are competent. The manager is always visible in the home and is praised by staff for their '*hands on*' approach. We spoke with three staff, all of whom have high praise for the management in the home and for each other; they work well as a team and feel equally respected whatever their role. We heard excellent reviews from relatives of people in the home. Everyone is extremely happy with the care provided, and some are surprised at the level of progress made by people living here. People praise the person-centred approach and the care and compassion shown. It is noteworthy that Sandford is one of the Top 20 Care Homes in Wales 2023 (as awarded by carehome.co.uk).



### 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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