

Inspection Report on

Abermill

Abermill Care Home Thomas Street Abertridwr Caerphilly CF83 4AY

Date Inspection Completed

03/02/2023



About Abermill

| Type of care provided | Care Home Service |
|--|--|
| | Adults Without Nursing |
| Registered Provider | HC One Limited |
| Registered places | 38 |
| Language of the service | English |
| Previous Care Inspectorate Wales inspection | [Manual Insert] |
| 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

The service offers people, some of whom live with dementia, a home where people matter, they can make choices and feel at ease in their surroundings. Support is provided in a dignified and respectful way and care delivered in accordance with people's agreed care plans. People have access to health professionals and are monitored so that any early indications of ill health are quickly addressed. People benefit from individualised activities in addition to more organised social activities.

While the environment is tired and in need of refreshing, it is still suitable to meet the needs of the people who live at Abermill, is clean, warm and safe. The provider has announced that money is available for a refurbishment which will support improvements. People enjoy living in the close-knit valley community and appreciate the views of the surrounding hillsides.

The provider has nominated a responsible individual (RI) to oversee the service. They measure the quality of care. Good systems support a competent manager to lead a team of dedicated staff who are suitably recruited and well trained. The culture of the home is one of care, kindness and respect for everyone.

Well-being

People are treated with dignity and respect and treat others the same. There is a warm and inclusive culture within Abermill, where everyone matters and everyone watches out for each other. There are support systems in place for the manager and staff through the organisation's Responsible Individual (RI) and Area Director, promoting kindness and care that spreads throughout the home. People like living at the home and are complimentary about the staff and care they receive.

People have a voice, are listened to, and encouraged to participate in things that matter to them. There are opportunities for people to voice their suggestions through care plan reviews and residents' meetings; and these are listened to. Social care professionals consulted have no concerns about the care of people and are complimentary about the staff who are experienced and show understanding of people, especially those who may be living with dementia. People make day-to-day choices but when they find bigger decisions difficult, they are supported to have representation through a family member or advocate. Activities that are important to people are provided, and those who need comfort when they feel anxious are supported to do things that matter to them so that they feel calmer. People's mental health is supported through provision of activities and every effort is made to help people feels at ease, especially when they have just moved into the home.

The provider supports people to remain as healthy and active as possible. People have access to health professionals including doctors and podiatrists but are also referred to more specialist care support such as dieticians if this is required. District nurses regularly visit the home to undertake tasks outside of the capabilities of the care team. Medication is administered safely and people have their medication reviewed. Detailed care plans and regular reviews ensure care workers have up-to-date information to follow so they can provide the right support, this includes providing support for people who are cared for in bed, or may be coming to the end of their life. People enjoy meals and mealtimes, are offered choice around these, as well as drinks and snacks throughout the day. Fluid and nutrition intake is monitored and people are closely monitored for signs of ill health, including through indicators such as weight loss.

People are protected and kept safe from abuse or neglect. Checks are carried out to ensure all staff are fit to work with vulnerable people. The environment, though tired, is safe and suitable for people's needs. The equipment and services to the building are monitored and tested. The home has a secure front entrance and staff take care to monitor anyone entering the building, carrying out security checks. All staff have suitable training around safeguarding of vulnerable adults in addition to more specialist care training such as nutrition. Audits are used to ensure every aspect of the running of the home is completed smoothly and there is good oversight of the service through the RI.

Care and Support

People are very happy with the service they receive and tell us "I love it here." We saw people being supported by a suitable number of care workers, ensuring the attention required to meet people's needs is available. There is a warm and welcoming atmosphere and we saw kindness being shown by residents towards one another, in addition to gentle care being offered by care workers. When people feel anxious, they are helped in a way that is meaningful to them, with some enjoying company of people and others finding comfort from dolls, soft animals or items such as photographs of familiar places. An activities coordinator offers more organised activities, encouraging people to join in social events. Regular residents' meetings are well attended and help people to have a voice to influence changes that can improve the service, such as choices of meal options and entertainment. Mealtimes are an enjoyable experience with sufficient staff to support people to eat if they need this, but we saw that the choice of vegetables on the day of inspection was limited. We have been assured that alternatives are available and options of fresh fruit provided throughout the day.

Documentation around care needs and delivery is good, and the provider has made some improvement to introduce a method to record people's contribution to reviewing their care. Further work is needed around this, but there is sufficient information available to show people are consulted. Personal plans identify a person's care needs in addition to their wishes, likes and dislikes. People are monitored to identify any issues with, for example, weight loss or skin condition, with prompt action taken to address this and provide support to access health professionals if required. Routine appointments such as podiatry are arranged and recorded. People have regular medication reviews with their doctor or health professional. We saw excellent examples of people being given time and attention to support their well-being. Daily records don't always show the difference care workers make to a person's life but the provider is considering how this can be captured. When people lack capacity to make decisions, appropriate referrals are made so that they can have representation as part of a 'Deprivation of Liberty' safeguard. We saw that some people are supported when they are coming towards the end of their life, with arrangements for specialist care and medication in place to ensure they are as comfortable as possible.

Medication administration is safe, but best practice is not always followed, such as placing medication on a spoon to administer if a person is finding it difficult to place it in their mouth. We also found that though there are regular medication audits, these do not always pick up some recording errors. The Area Director took immediate action to address this, and as there is no impact on people in the service, we have not issued an improvement notice, but will consider this at the next inspection.

Environment

People live in a home that reflects their culture. Abermill sits in the heart of the Abertridwr community and is easily accessible by public transport; this is important to visitors and staff in addition to the people who live there. A small outdoor space is used during the warmer months, but people appreciate the views over the valley's hillsides and tell us they "Wouldn't want to live anywhere else." The provider recognises that the building is in need of refurbishment and has started the assessment process around this. We have been given assurances that a substantial budget will be allocated to the project, and work will start as soon as possible. The current environment provides people with links to Wales and the Welsh culture through framed photographs; this could be further enhanced with dual language signage throughout when refurbishments take place.

The home is safe and secure. Staff carry out checks to ensure visitors do not show signs of infection and follow other admission procedures. Areas within the home are separated by doors that have security keypad entry. Storage areas are locked and chemicals and other hazardous substances are stored securely. Robust systems are in place to check the environment and equipment, and there are certificates to evidence the testing of services such as gas and electricity take place. Communal areas are tidy, and bedrooms are mostly clutter free. People have an Emergency Evacuation Plan in place to tell staff how to support them if evacuation is required. Fire drills take place regularly.

The environment and equipment is suitable for people's needs, but a review of the building and furnishings is required. A lift provides access between floors and is known to stop working at times, but if this happens, an alternative stairlift is used. People have access to equipment they need to help keep them as mobile and independent as possible, and specialist equipment is provided when required by referring to health specialists. All areas are kept tidy and cleaning schedules are followed. We found one room had malodour, but this was addressed immediately with the cause identified as a cushion that needed replacing. The RI is considering furnishings as part of the home's refurbishment in addition to decor and lighting. While the kitchen management ensures that the home maintains the highest score of '5' when inspected through the Food Standards' Agency, there is a need to improve wall coverings to support ease of cleaning. This is also true of some bath and toilet rooms in the building.

Leadership and Management

Governance arrangement are in place. The provider has a nominated responsible individual, RI, who has responsibility for oversight of the service. They are knowledgeable and passionate about providing good care. They are supported by a team who help to monitor and review the service, including an Area Director who stays abreast of issues and supports the service to maintain standards. The RI visits the service to review the quality of care and produces required reports around this. The 'statement of purpose' (SOP) and 'service user guide' (SUG) are available but not always kept up to date, so people cannot be confident that they have current and accurate information about the service. As immediate action has been taken by the provider to update these documents, and there is no impact on people, we have not issued a notice of improvement. Policies are reviewed regularly, reflect Welsh legislation and provide care workers with links to more detailed information and procedures. The provider supports the 'Welsh Active Offer' and will arrange care delivery through the medium of Welsh where possible.

People are supported by appropriate numbers of safely recruited and trained staff. Recruitment processes are followed to ensure care workers are fit to work with vulnerable adults. Induction and training is provided, and care workers have good awareness of people's specialist needs. A social care professional commented that "The staff have a wealth of knowledge," when referring to people who have 'cognitive impairment.' Care workers have regular supervision meetings with their line manager to discuss any training needs or issues, and annual appraisals to review their performance and development. Routine full staff meetings keep care workers informed and give them opportunity to contribute to improving the service through their observations and suggestions. Care workers tell us they feel supported, that staffing levels are appropriate and acknowledge the manager's leadership. They also tell us "We work as a team," and we saw this on the day of inspection.

The service is run smoothly. A knowledgeable and experienced manager ensures that systems are used to monitor the service and make improvements when required. This includes consideration of the environment, in addition to care delivery. Challenges in social care due to the pandemic have been faced by the service, in addition to uncertainties around the future of the home over the past two years, due to the heavy financial investment required to improve the building. The dedication of the manager and wider staff team has ensured that people living at Abermill have not been impacted while decisions have been made about the future of the service.

| 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 | |

| N/A | No non-compliance of this type was identified at this inspection | N/A |
|-----|---|----------|
| 16 | Regulation 16 (5) The service provider has not ensured the personal plan is revised as necessary, following the completion of a review of care. This is because we viewed one care plan that had information recorded in the medication section following a review with the GP but this information had not been transferred to the nutrition and hydration section. This omission of information in the personal plan has not had an immediate impact on the individual but there is potential that there could be a long term impact if not addressed. We also viewed one care plans where the person's fluctuating physical ability was known, but had not been recorded within the plan. This has been identified as an area for improvement for the service provider. A priority action notice has not been issued on this occasion as there is no immediate impact and mitigation has been presented by the service. The service has also given assurances that all personal plans will be reviewed to consider any further omissions. We expect this action to be completed as soon as possible. This will be tested at the next inspection. | Achieved |

Date Published 24/03/2023