



Inspection Report on

Coed Mor Residential Care Home

**Coed Mor Residential Home
Groes Lwyd
Abergele
LL22 7TA**

Date Inspection Completed

06/01/2023

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About Coed Mor Residential Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	SI Medicare LTD
Registered places	19
Language of the service	English
Previous Care Inspectorate Wales inspection	19 October 2021
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 living in Coed Mor told us that they are very happy with the care received. We saw detailed person-centred personal plans that are reviewed regularly. Care staff are aware of individuals' needs and show a caring approach towards people in the home.

Staff members feel supported working in the home and receive regular formal one-to-one supervisions with the manager. The Responsible Individual 'RI' completes regular visits to the service and requests feedback from people, families, and friends to further improve and develop the service. Environmental health and safety checks are reviewed regularly, and all policies are up to date.

The environment is clean and warm. People's rooms are personalised with items and furniture from their homes. There are ongoing maintenance plans to further improve the service in the upcoming months.

Well-being

People in Coed Mor are treated with dignity and respect. People have the freedom to choose how to spend their day. There is a large lounge for people to socialise and a newly decorated dining room. We saw people socialising with others and enjoying each other's company. Staff members respect people's choice to stay in their bedrooms. The manager explained there are plans in place to allocate staff members as key workers. This will allow people to receive meaningful interactions with care staff and monitor people's wellbeing.

People are supported to enjoy safe and healthy relationships with relatives and friends. The manager explained that relatives can visit as they wish. Family members explained that staff are supportive and are happy with the service, *"Dim pryderion. Canmol y gofal a'r bwyd yma. Mae staff yn hyblyg iawn yma ac yn barod iawn i wrando. Mae yna weithgareddau yma bob dydd."*

We saw a monthly bilingual menu on display in the home with various healthy options available. The chef has one to one conversations with people in the home and completes a diet notification form on admission to be aware of people's dietary requirements and preferences. People explained they have a variety of choice during meal times and the quality of the food is very good.

The service provider ensures people are safe and protected. Safeguarding policies and procedures are in place and staff are aware of where to find these documents. The service provider has provisions in place to support staff in whistleblowing. Staff we spoke with are confident in raising any concerns they may have, to ensure the safety and wellbeing of people in the home are protected.

Coed Mor has a homely feel and people told us they like living there. People have personalised rooms and are happy with their rooms. We saw records of feedback from residents which supported this.

Care and Support

The service provider ensures people's personal wishes, aspirations and outcomes are considered when providing care and support. People are able to express their views and are listened to. Staff attended to people who needed support in a timely manner and provided a caring and relaxed approach. One person described the staff as "very good". People are supported to manage skin integrity appropriately and have access to health professionals and other agencies such as advocacy services when needed. We saw evidence of regular correspondence with the local GP practice, monitoring of medication reviews, weekly body maps, attendance in outpatients appointments and records of multi-disciplinary team meetings.

People are supported to fulfil their potential and do things that matter to them and make them happy. People are encouraged to go out on day trips and have regular activity sessions within the home. We saw people going out for the day independently, for example spending their time in the local café. One person explained they feel respected and have freedom to do as they wish, "*maen nhw'n dangos parch tuag ata'i. Dwi'n hapus iawn yma. Dwi'n cael gwneud pethau yma y buaswn i'n eu gwneud os buaswn i'n byw adra.*" We saw an activity board with daily scheduled programmes. This provides people with stimulation and to feel part of the community.

We saw pre-admission assessments completed to ensure people's needs can be met in the care home. Up to date care plans and risk assessments are in place for people living in Coed Mor which are reviewed regularly. The service provider ensures that care and support is provided in accordance with people's personal plans. We saw detailed person-centred information in the personal plans allowing staff to have good insight of people's preferences with different aspects of their care. A night profile is included in the support plan, allowing staff to be aware of people's bedtime routine. This information supports staff in providing a homely experience for people living in the home during their day to day routine and assists staff in maintaining a good professional relationship with people in the home. People's safety is maintained within the home. A falls audit is in place to analyse patterns and to see whether further preventative actions can be identified.

Environment

The service provider ensures care and support is provided in an environment which has facilities and equipment to promote people's personal outcomes. A full-time maintenance worker has recently been employed in the home to complete any maintenance issues identified. A new bathroom was in the process of being upgraded during our inspection and we saw a renovation plan in place with arrangements to replace carpets and curtains, upholster armchairs and re-decorate several bedrooms in the near future. The home is clean and we saw an adequate supply of personal protective equipment (PPE) available throughout the home. A deep clean rota is in place and signed ensuring all rooms are deep cleaned every month. There is a range of equipment available to meet people's needs including specialist chairs, beds and hoists which are serviced regularly.

The service provider ensures all health and safety checks are up to date including gas tests, electrical tests, legionella testing and a fire risk assessment completed regularly in the home. The service provider has mitigated risks to health and safety by arranging an outdoors designated smoking area for people who wish to smoke at the back of the building.

The home has a Food Hygiene rating of 5, the highest score possible.

Leadership and Management

The service provider has sufficient governance arrangements in place to support the running of the service and demonstrates commitment in driving improvements. The RI visits the home weekly and has daily contact with the manager. We looked at the latest Quality of Care Report during the inspection and saw positive feedback from residents as well as plans to further improve the service.

The home provides an Active Offer of the Welsh language. Arrangements are in place for staff to attend Welsh lessons. There are bilingual signs in the home and we saw staff greeting Welsh speakers living in the home in their first language. One person explained that they enjoy socialising with other Welsh speakers in the home.

Staff are supported by management and receive regular, formal, one to one supervision. Supervisions enable a two-way discussion to take place around the performance, training needs of staff members and provide support if needed. All staff are up to date with their mandatory training. Staff we spoke with spoke highly of management and feel supported to further their development.

Team meetings are held regularly. Staff stated that they benefit from attending these meetings as *“it’s good to hear other people’s views”*. All members of staff we spoke with told us they feel supported by management and feel confident in raising any issues. The care home manager has a good working relationship with the RI and feels supported in their role. One person explained there have been positive changes in the home following the manager starting in their role, *“Dwi’n teimlo bod newidiadau positif wedi digwydd ers i’r rheolwyr newid”*.

The provider has a robust recruitment process in place to ensure staff are fit to work with people living at the service. New staff receive an induction period where they are supported by management and senior care workers. We looked at recent staff rotas which show staffing levels are appropriate and people receive continuity of care.

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
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