



## Inspection Report on

**Apple Residential Care**

**Apple Residential Care Home  
12 Rivières Avenue  
Colwyn Bay  
LL29 7DP**

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

**This report is also available in Welsh**

**Date Inspection Completed**

12/12/2023

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## About Apple Residential Care

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	APPLE BEST CARE LTD
Registered places	16
Language of the service	Both
Previous Care Inspectorate Wales inspection	1 July 2022
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of Welsh language and culture.

### Summary

People living in Apple are happy with the care and support they receive. They get along well with staff, many of whom have worked at the home for several years. Staff enjoy working here; they think of people living here as family. Staff support people to live as independently as possible, taking them to appointments and making sure relationships with family and friends are maintained. They make use of local leisure facilities and other attractions, and a newly appointed activities organiser helps to ensure people are occupied inside the home too.

Investment is being made in the home with redecoration and refurbishments ongoing. Living rooms are homely and comfortable and provide space to socialise, watch television or listen to music. People are happy with their bedrooms, and they choose how they will look.

The manager is described as approachable by staff and people using the service; they all say they can speak to them at any time. People share their views about the service in regular residents' meetings; they have a choice on how the home runs. The provider of the service is represented by a 'responsible individual' who visits the home frequently to keep a good oversight. They know what is working well and where it might be improved.

## Well-being

People have choice and control regarding the care and support they receive at the home. They choose how to spend their day and carry out their daily routines. Residents' meetings are held every two months and gather views about matters such as the menu, activities, and décor. Changes have been made to the menu and an activities co-ordinator is now employed as a result. People are involved in decorating their rooms and have a voice about changes to the home. Care planning documentation records people's preferences and dislikes and these choices are catered for.

People's physical, mental, and emotional well-being is a key part of the care plans. We saw people are taken to health appointments and are referred for health advice and guidance when needed. Occupational therapy is sourced when needed, and people see their doctor for routine checks and medication reviews. Nutritional advice is sought when required and weights are monitored to help ensure people are as healthy as they can be. Mental health is promoted, and staff know how to engage with people and encourage them to do the things that make them happy.

People are protected against poor practices, abuse and neglect. There are policies and procedures for staff to follow should they be concerned, and all care staff have received relevant training. The manager or senior staff are visible around the home and people approach them to chat as and when they wish. They feel comfortable raising any issues. Additionally, there are opportunities for staff to meet one to one with the manager and discuss practice issues.

People feel they are part of their community. One person does voluntary work, some people use local leisure facilities and visit tourist attractions. They go shopping and visit local cafes and pubs, ensuring they remain part of the community and retain their links with friends and family.

The accommodation is continually being improved through redecoration and refurbishment. Some halls have been decorated and new flooring laid. A maintenance person has been employed to spend more time in the home ensuring more prompt repairs and renewals. The large lounge is homely and welcoming and nicely decorated.

## Care and Support

Each person has an up to date and accurate plan of care and how their needs are to be met. They provide information and care guidance from people, their family and relevant health professionals, and show the person's medical and other history, their family circle and their interests. Monthly evaluations help ensure the plans remain effective and there are reviews conducted every three months. Staff providing care know people well; they have worked here for a long time and know people's preferences and how best to deliver the care and support required. The manager is currently reviewing plans to improve the level of detail, ensuring new members of staff have access to all the information they need.

People are provided with the quality of care and support they need as they are continuously consulted about their wishes and goals. We saw care helps people achieve their outcomes while considering any risks and specialist needs. People are supported to do what they want such as voluntary work, playing golf, socialising with friends, going to the cinema and for long walks. In a residents meeting, one person said they want to go horse-riding again and this is being arranged. We saw people maintain good relationships with family and friends.

People access healthcare and other services to maintain their ongoing health and well-being. Care plans record people's strengths and what they are able to do for themselves, promoting enabling care and independence. Records evidence health needs are always considered; appointments are made for people to see health professionals; additional support is provided when people are unwell, or their needs have increased. Aids and adaptations are made to help people maintain as much independence as possible; they can move around the home safely.

There are mechanisms in place to safeguard people the service supports. Care staff are trained in safeguarding and follow the service's policies and procedures. Staff and people using the service told us they can voice concerns should they have any. The service protects people's rights and advocates on their behalf in respect of things like welfare benefits. Independent advocacy can also be accessed, and we saw one person has had an advocate in the past. Some people are unable to or do not wish to manage their own money, and where this is the case, care is taken with frequent witnessed audits to check balances and paperwork. Medication administration is also taken seriously with frequent audits and competency checks of staff who have the responsibility.

## Environment

The service provides an environment with sufficient space for people to move around freely and make choices about where they want to spend their day. Two homely lounges provide a quiet space where people can take their calls and have private conversations or read a book, and one for socialising with large comfortable sofas and armchairs, lots of natural light and a choice of entertainment such as television, music, or games. Potted plants and various art works and ornaments make the place homely, and on the day of our visit, the communal rooms and hallway were decorated with Christmas decorations for the imminent celebrations. Although bedrooms provide only wash hand basins, they all have toilets and/or bathrooms very close by. There is some bilingual signage around the home acknowledging people's Welsh language.

People have a television and gaming equipment in their room if they want. They told us they are happy with their bedrooms, and some told us they have everything they need. We saw some rooms and noted lots of possessions around, posters and pictures on walls, gaming equipment, music, clothing, soft toys and other things which matter to the people using the rooms.

We saw people make use of the garden; there is a sheltered area for people to smoke if they wish to. We saw investment has been made in the home; people have had bedrooms redecorated and refurbished, communal areas have been decorated and floor coverings renewed. The dining room is being refurbished so that people can make hot drinks when they want them. There is more work to do but the home has recently employed a maintenance person so that repairs, maintenance and renewals can be addressed more quickly.

The service provider has measures in place to identify and mitigate risks and maintain important facilities and equipment. We saw risk assessments for the home and individuals. Incidents of falls are monitored and evaluated to identify themes and make risk management more effective. Records show maintenance and safety checks are completed for risks of legionella, fire safety, electrical and gas safety and staff have received training to enhance safe practices and health and safety in the home.

## Leadership and Management

The provider has governance arrangements in place to help ensure the service is effective and the responsible individual has good oversight of the service. The manager carries out a range of audits to help ensure compliance with good practice and current legislation. These include audits of the environment, or processes and records. The responsible individual visits the home to view the audits and carry out their own checks and measures. The responsible individual completes a 'Quality of Care Review' twice annually to help ascertain what the service is doing well, and where it can improve. The manager uses surveys to gain feedback and people share their views in residents' meetings.

People are supported by staff who have been safely recruited using robust and established procedures. Records show a range of checks are carried out prior to staff taking up employment in the home. They must go through an induction and work closely with other more experienced staff who know the role well. Records show training is provided to staff to enhance their skills and the manager is seeking additional training specific to people's unique, individual needs. We spoke with staff who said they feel competent; they have worked at the home for many years and know the people they support very well. Sufficient care staff are employed at the home to ensure contingencies should one of them be absent from work. Since the last inspection. More people have been recruited or have returned following extended leave. Staff told us how much they enjoy working here and how they regard people they support as *'family'*. It is clear care staff genuinely care about the people living in Apple. They say they feel supported and that they can talk to the manager or senior staff at any time. The manager receives similar support from the responsible individual who frequently visits the home.

People living in the home and those contemplating living here can read information about what to expect. There is an up-to-date statement of purpose, and the manager told us information can be provided in Welsh if people want it. There are some Welsh speaking staff and staff have received training on the active offer of the Welsh language. Staff ensure people celebrate their Welsh culture and heritage; they visit Welsh heritage sites and celebrate St David's day.

### 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
34	<p>The services statement of purpose states "On a weekday staffing consists of Manager, Deputy, two support staff and a domestic." On the day of our visit (a weekday), the deputy was absent due to sickness, there was no cook due to sickness. There was only one support staff and the manager present who were responsible for supporting 15 people in the home. Staff A was a new perspective employee who was just shadowing. The manager explained Staff D (cook) was absent due to sickness as was Staff E. All people are physically independent with mental health needs. There was no set social activity for residents on Friday, so therefore any impact would be minimal. The only impact it had was that any spontaneous activity rather than a planned one could not go ahead. But if it had been requested, then the service would 'look at it being undertaken at the next available opportunity.' The manager explained there are three 'bank' staff, but none of these were able to cover the shift. Two additional staff have been appointed to start imminently. While there was no impact, better contingency plans are needed for the future.</p>	Achieved

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