



## Inspection Report on

**Woburn Hill**

**Cemaes Bay**

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

**This report is also available in Welsh**

### **Date Inspection Completed**

1 March 2023

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## About Woburn Hill

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Achieve together Ltd
Registered places	6
Language of the service	Both
Previous Care Inspectorate Wales inspection	This is the first inspection of the service since it was re-registered under the Registration and Inspection of Social Care (Wales) Act 2016
Does this service provide the Welsh Language active offer?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

### Summary

People are happy living at Woburn Hill. They develop independence skills and are well supported so they become confident in their abilities. People's achievements are celebrated; photographs show various achievements and events. They socialise in the home and in the community while following their own hobbies and interests at college, church, day trips to places of interest and planning foreign holidays. People are fully consulted about all aspects of their lives, and their suggestions and preferences catered for.

Bedrooms are personalised with things that matter to the people who occupy them, each reflecting the individual's personality; the home is comfortable, relaxed and homely giving a sense of a 'family home'. People told us how much they love living here and the people who support them.

Staff are safely recruited through good vetting procedures. They are competent to carry out their roles and are guided by policies and procedures on how to practice. Staff are happy working in the home, they feel valued and listened to.

The provider has good oversight of the home. They have systems in place that illustrate they are proactive in seeking ways to improve the service.

## Well-being

People have choice and control regarding all aspects of their care and support. They are supported to do what they want when they want. Weekly meetings between care staff and the people they support helps ensure everyone knows what people are doing and the support and transport they will need to do it. People choose activities, places to go for day visits, holidays destinations. They choose their meals and partake in food shopping and food preparation. They choose their décor and how they want their room to look. People who are first language Welsh, can communicate in their preferred language due to the high numbers of Welsh speaking staff employed in the home. The service plans to have Welsh versions of their care records readily available in the future.

People's physical, mental, and emotional well-being is looked after by trained care staff who seek professional advice if required. They access health professionals and other support and guidance they need. People are helped to attend appointments to monitor and promote their health and wellbeing, including their annual health checks. Woburn Hill has established guiding principles to shape the culture of working practices; there is a strong emphasis on developing people's confidence and promoting their independence. People who live here are happy and very much at home.

People receive support from competent, well-trained staff who have been properly vetted. They are happy and enthusiastic; they feel valued by the provider and each other and they work well as a team. Staff have received training on safeguarding of vulnerable people and are guided by policies and procedures readily accessible around the home. The manager is present on most days so staff and residents can share any concerns they may have about their care and support. People feel able to walk into the office and speak freely.

The home is spacious and comfortable. Rooms are homely and furnished with good quality fixtures and fittings that suit the preferences of people living here. The lounge has an internet connected television so people can watch their chosen entertainment on demand, and people also have televisions in their own rooms. Bedrooms are decorated and furnished to suit the person's individual taste; people display their own pictures and posters of favourite football teams and other idols. A large conservatory provides a sunny bright space to sit and watch television. The garden offers a sunny space to sit and enjoy socialising with each other and dine at barbeques in the summer.

## Care and Support

Staff are guided by accurate and comprehensive written care plans detailing how each person's care is to be provided. Health action plans and support plans provide all the information staff need; they are written in a way that emphasises strengths, independence, and skills. The three-month review of care plans is conducted to allow people to contribute their own views, they keep people at the centre of the conversation about their care. Family and relevant professionals also contribute, and this ensures a full picture of progress, and collective agreement on the plan of care going forward.

People are consulted about all aspects of their life in the home. Minutes of resident's weekly meetings illustrate people's views are regularly sought for example regarding activities, meal choices and days out. People are involved in shopping for groceries and preparing meals. We saw fresh fruit is available around the home for people to help themselves. People enjoy a range of hobbies and interests such as fishing, baking cakes, further education, attending church and holidays abroad. We heard interactions between staff and people they support is relaxed, natural and warm, creating a sense of 'family'. We saw a letter from a professional who had observed the same. People were asked for their views throughout the day, always engaged in conversation, wandering in and out of the office, taking a seat to chat. People are happy in the home. One person told us; *'This is the best place I have ever been. This is my forever home'*. They told us how much they *'love the staff'* and *'the manager is a nice man'*. We saw compliments and thanks from people who have moved on to more independent living.

People are supported to access healthcare and any other services necessary to maintain their health and well-being. Records show appointments are made for them to see their doctor, chiropractor, dental practitioners, and optician and annual health checks are arranged. Letters in files, appointments in calendar, and specific key worker responsibilities all help to keep people well. Staff have been trained in a range of subjects to ensure they are competent and equipped to support people to stay healthy.

There are mechanisms in place to safeguard people living in the home. Staff are trained in safeguarding and there are policies and procedures to follow should there be a concern of this nature. Staff told us the manager is always accessible should anyone want to raise a concern. The format for one-to-one meetings with staff includes a focus on safeguarding. Records show how any restrictions on people's liberty are made only in people's best interests and with full agreement from people, their family, and the safeguarding authority.

## Environment

The service is provided in a home that promotes the achievement of people's personal outcomes. The bedrooms are large and individually decorated and furnished to suit the preferences of people accommodating them; they reflect their personalities and their interests such as favourite football teams and musicians. All bedrooms have ensuite shower and toilet facilities helping to protect their privacy and dignity. There are large windows allowing lots of natural light to come through. The lounge provides comfortable sofas and an internet connected television so people can watch films and favourite programmes on demand. The kitchen is laid out so people can partake in preparing food and records are kept ensuring safe temperatures of fridges and freezers and cooked meats. A large conservatory offers an alternative place to sit and enjoy the sunshine. There is a dining room and outside space to sit and socialise. We saw the home is clean and tidy and designed to be a 'family' home. Achievements are celebrated; we saw photos of baked cakes, fish someone had caught, special celebrations.

The service provider identifies and mitigates risks to health and safety. We saw risk assessments for individuals are built into the care delivery plans such as personal emergency evacuation plans. Care plans are written so there are clear instructions for staff on how to best support people safely. Regular audits of the building ensure the home is kept well maintained, any areas for improvement or repair quickly identified and addressed. There are safety tests carried out to ensure the building is safe; water temperatures, fire equipment and fire safety, portable appliance tests electrical installation, gas and oil boilers are all checked and maintained.

## Leadership and Management

The provider has governance arrangements in place to monitor progress of the service and check the home is operating safely and effectively. The responsible individual, appointed by the provider to oversee the service, visits the home every three months, and provides a written report of progress and areas for improvement each time. It is clear in these reports staff and people who use the service are involved and their views sought at each visit. There are action plans with timescales and the quarterly reports evidence areas identified are addressed. For example, increased opportunities to formally seek views of residents was identified as a possible area for improvement and, as a result, the weekly meetings have been introduced. Surveys are used to gain people's views on the service, and we saw all of this is reflected in the services biannual 'quality of care' review report.

The service is provided in line with its statement of purpose, a key feature being its aim to promote independence and support people to achieve their aims in life. We saw how some people have been supported to the extent they have progressed and now live independently. A range of policies and procedures guide staff in their practice and we saw how the safeguarding and whistleblowing policy is hanging on the walls of different areas in the home.

People are supported by appropriate numbers of competent staff. We saw numbers of staff employed each day are calculated according to people's needs and activities. On the day of our visit, staff had plenty of time to interact and support people well. We observed people being assisted in doing what they wanted to do, including activities in the community. Records show staff are safely recruited and are trained so they are competent to carry out their role. We saw staff have completed the full range of online training. Competencies in some areas are tested by the manager. Staff told us they feel well supported by the manager, each other and the provider and we saw the organisation offers an employee assistance programme to support the wellbeing of staff, such as a counselling service. An 'employee of the month' award further shows staff how much they are valued. Staff told us they enjoy working in the home and gain a lot of job satisfaction from supporting people to achieve their outcomes. They receive regular one to one supervision sessions during which they can speak privately to the manager, share their views and suggestions, and explore their own career development.

### 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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