



Inspection Report on

Alexandra House Residential Denbigh

Denbigh

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

09/11/2023

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About Alexandra House Residential Denbigh

| | |
|---|---|
| Type of care provided | Care Home Service Adults Without Nursing |
| Registered Provider | Alexandra House Support Services Ltd |
| Registered places | 4 |
| Language of the service | Both |
| Previous Care Inspectorate Wales inspection | This is the first inspection of the service since the new provider registered with Care Inspectorate Wales. |
| Does this service promote Welsh language and culture? | This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture. |

Summary

This is a new service located in a building which has been renovated extensively. People enjoy living at Alexandra House. They interact positively and respectfully with each other and express their views to care staff. The house is homely and comfortable. Each person's room is decorated to their personal taste. Alexandra House is decorated to a high standard.

Staff are safely recruited having been carefully vetted before employment. Staff are trained to carry out their roles and follow policies and procedures for safe practices. Staff are employed in sufficient numbers to ensure people are supported to do what matters to them.

People's physical and emotional wellbeing is promoted by proactive staff. People's care needs are regularly reviewed, and health appointments are promptly sought when needed. People live fulfilled lives and are supported to enjoy a variety of both in-house and community activities.

The Responsible Individual (RI) has good oversight of the service. People interact with ease and are relaxed in the company of care staff and management. They are fully involved in what happens at the home and their views are regularly canvassed on matters important to them.

Well-being

People have choice and control regarding the care and support they receive at Alexandra House. They choose how to spend their day and conduct their daily routines. People's preferences and dislikes are recorded in a person-centred plan with a detailed life history and their wishes are accommodated. People conduct their day doing what they want with their friends and care staff; they are supported to socialise with friends and family. People are treated with respect, their opinions valued, and individual circumstances considered. People can exercise choice and control over their every-day lives. We observed people enjoying the company of others in various seating areas. We observed interactions with people by care staff to be considerate and respectful of people's wishes. There is a choice regarding meals, and people have input into menu planning. The provider seeks the views of people living at the house and the staff team.

People are treated with dignity and respect at Alexndra House. Care staff value people's opinions and consider their individual circumstances. People have choice and control of their day to lives and spend their days doing what they want. People are supported and encouraged to maintain strong relationships with family and friends.

People's physical, mental, and emotional well-being is looked after by trained care workers who support people to attend health appointments and engage in suitable activities. People's care and support needs are reviewed every month by senior staff so that any changes can be quickly identified. These reviews, together with regular health checks, ensure people get the right care and support as early as possible.

People are protected against poor practices, abuse and neglect as care staff are trained in the subject of safeguarding and there are policies in place to guide them. The manager ensures there are opportunities for one-to-one discussion with care workers and with residents and their relatives.

The accommodation is designed to be comfortable and homely. There is a spacious lounge and a separate kitchen / dining room providing adequate space for people to relax and spend time where they want to. There is a sense of this being a family home and people enjoy living here.

Care and Support

People have the quality of care and support they need as their personal plans are completed in consultation with them, their relatives, and professionals. They are frequently reviewed for accuracy and their wishes, preferences, physical, mental, and emotional needs are fully considered. Risk assessments ensure people can conduct their day safely whilst promoting positive risk taking.

Personal planning documentation offers a detailed account of people's history, their interests and what is important to them. This, combined with a pre-admission assessment process, professional documentation, and timely referrals to professionals, help ensure people receive appropriate care and support. People's personal plans and risk assessments give a detailed history of the person. Personal plans reflect people's conditions and reflect outcomes in professional and health care professionals' documentation found in people's records. We viewed staff handover documentation which was detailed. Care workers we spoke with confirm personal plans and risk assessments are an accurate reflection of the person they are supporting.

Care and support are provided in a way which protects and maintains the safety and well-being of individuals. We saw care workers supporting people appropriately, at the person's own pace and with dignity and respect. We witnessed care workers acknowledging people's reality and being kind and gentle when supporting them. We saw how people spoke with ease and are relaxed around care workers, freely expressing their views. Positive, respectful interaction was observed between care workers and people living at Alexandra House.

People's personal wishes are taken into consideration as they receive the quality of care and support they need. We saw people were given preferences of what food they could have at mealtime through meal planning, and we saw they chose the meal preferences for the week ahead. Mealtimes are a pleasant experience for people, with good positive interactions happening. Care workers confirmed that people helped with their food choices, one member of the staff team said, *"People get choice with their food, they are having fish pie today and have been helping to make it."* We try to incorporate activities with learning". Care workers also confirmed there is a lot for people to do, with people helping with the housework; people go to the museum and go swimming.

People's physical, mental, and emotional well-being is looked after by care staff who seek professional advice when required. We saw records of appointments with health professionals, and G.P's. Nutritional intake is recorded, and people's weight is monitored to help ensure swift identification of any issues.

Environment

The service provides care and support in an environment with sufficient space for people to move around freely and make choices about where they want to spend their day. There is a large lounge, with comfortable armchairs, and lots of natural light. A kitchen / dining room affords sufficient tables and chairs for everyone to eat together if they wish to do so. All the rooms are decorated in a homely, comfortable way, promoting a sense of family, and belonging with photos and mementos of mutual interest. People's rooms reflected their individuality and were decorated with belongings that were important to the person. This is a newly renovated building and fixtures; fittings and furniture are in good condition.

The service provider has measures in place to identify and mitigate risks. Facilities and equipment are well maintained. We saw records to evidence maintenance and safety checks are completed for water, fire equipment, the boiler, and electrical installation. Care staff have received training to enhance safety such as fire safety, first aid, food hygiene, health and safety and moving and handling. We saw risk assessments for the home and individuals.

Leadership and Management

The provider has governance arrangements in place to help ensure the service is effectively run. The manager conducts audits of the premises and of systems and practices to check and ensure the service is safe and always improving. We saw records to confirm audits of various aspects of the operation routinely take place. The RI undertakes their three-monthly reviews of the service appropriately. A six-monthly quality assurance review is being completed in line with regulations which considers the views of stakeholders to ensure people are satisfied with the service they receive.

People can be confident senior managers take matters seriously. Care workers told us managers are approachable and they could report any issues to them which would be dealt with appropriately. Care staff told us they get good management support; one care worker told us *"This is one of the best places I have worked, the RI / manager puts clients and staff before themselves."* Care staff receive support from their manager, with regular opportunities to meet and discuss practice.

People are supported by safely recruited staff who are employed only after checks are carried out to ensure they are fit for the role. Training is provided to ensure people have the expertise they need to carry out their responsibilities safely. We viewed staff files which shows recruitment processes are robust and documentation which shows care workers undergo appropriate checks and training to undertake their role. Rota's show people are employed in sufficient numbers to ensure people's needs are met in the way they prefer. A care worker told us *"There is enough staff on duty and (the manager) will get more staff in if needed, if someone is having a bad day."*

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 |

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