



## Inspection Report on

**Allerton Lodge**

**Allerton Cottage  
Naid Y March  
Holywell  
CH8 8LG**

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

**This report is also available in Welsh**

**Date Inspection Completed**

28/02/2024

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## About Allerton Lodge

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Deen Care Limited
Registered places	19
Language of the service	Both
Previous Care Inspectorate Wales inspection	30 August 2023
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 the Welsh language and culture.

### Summary

People enjoy living at Allerton Lodge. They interact positively and respectfully, with each other, expressing their views and they feel valued. The house is homely and comfortable, each person's room is decorated to their personal taste.

Staff are safely recruited having been carefully vetted before employment; they 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 in the way they want.

Regular reviews of people's care needs, together with routine health checks, helps ensure people are well cared for and health matters are swiftly addressed. People are supported to make and attend health appointments, and people living at Allerton Lodge enjoy a variety of activities.

The provider of the service has good insight about how it is operating. 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 Allerton Lodge. They choose how to spend their day and conduct their daily routines. People's preferences and dislikes are recorded in a person-centred, outcomes focused plan, and their wishes and needs 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's physical, mental, and emotional well-being is looked after by trained care workers who support people to attend health appointments and undertake appropriate agreed activities. Senior staff review people's care and support needs 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 discussions with care workers and with residents.

The accommodation is comfortable and homely. There are several seating areas and a separate dining room providing adequate space for people to relax and spend time where they want to. Secure outdoor space allows for activities to be held when appropriate. 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; 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 as they wish, independently or with appropriate levels of support. People shared their experiences telling us that they are well looked after by a respectful care team who support them in the way they wish.

A pre-admission assessment, professional documentation, and timely referrals to professionals, help ensure people receive appropriate care and support. We saw a host of activities which people can participate in, which people and relatives told us they enjoy.

People told us *“Care staff are very kind...they take their time with me and treat me with respect.”* the care staff are *“lovely.”* A relative told us *“The care staff have been marvellous with my relative, I can’t believe the difference in my relative in...that the home has made to them, they are so lifted and happy.”* They also said, *“My relative gets the care and support they need 100%... I feel quite blessed that I have found the home.”* 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 Alerton Lodge.

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 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. Furniture is in good order and the provider has ongoing plans for further improvements such as replacing carpets.

The service provider has measures in place to identify and mitigate risks and maintain important facilities and equipment. 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 are in place.

## Leadership and Management

The provider has a comprehensive suite of detailed governance arrangements in place to help ensure the service is effective and they retain good oversight. The senior managers and provider conduct a host of audits of the premises and of systems and practices to check and ensure the service is safe and always improving. We saw policies and records to confirm audits of various aspects of the operation routinely take place. A detailed six-monthly quality assurance review has been completed in line with regulations which considers the views of people using the service to ensure people are satisfied with the service they receive. The RI undertakes their comprehensive three-monthly reviews of the service appropriately.

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. People and their relatives told us managers are always around to speak with, understand their needs or the needs of their relatives and take any issues seriously and deal with them appropriately.

People are supported by safely recruited staff who are employed only after checks are conducted 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 show recruitment processes are robust and documentation which shows care workers have undergone 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. At the time of the inspection an independent activities co-ordinator was employed whilst the provider recruited a permanent member of staff to the role. Care staff receive support from their manager, with regular opportunities to meet and discuss practice. We saw positive and open interaction during which people are encouraged to give their own responses and express their wishes. It is clear people are familiar with the care workers who support them and are at ease in their company.

### 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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