



Inspection Report on

Albert Edward Prince of Wales Court

**Albert Edward Prince Of Wales Court
Penylan Avenue
Porthcawl
CF36 3LY**

Date Inspection Completed

16/10/2024

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About Albert Edward Prince of Wales Court

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	The Royal Masonic Benevolent Institution Care Company
Registered places	76
Language of the service	English
Previous Care Inspectorate Wales inspection	19 th April 2024
Does this service promote Welsh language and culture?	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 receive an excellent standard of care and support at Albert Edward Prince of Wales Court. People and their advocates are involved in creating their high-quality personal plans, and these are updated regularly and when any changes in care needs occur. They have plentiful opportunities to take part in a range of meaningful activities and community events. Care workers enjoy their work, they feel valued and are exceptionally well supported by management. Policies and procedures are in place to help protect people from harm or abuse. The environment is of a very high standard, clean, and supports people to meet their needs. Infection control measures are of a good standard. Care staff are recruited following robust recruitment checks, receive supervision and thorough training, and feel supported in their work. The manager is passionate about providing a high-quality service which delivers excellent outcomes for people. Care workers are motivated and enthusiastic about their roles and responsibilities. The Responsible Individual (RI) completes their regulatory duties appropriately, seeking feedback from people, their representatives, and staff.

Well-being

People's physical, mental health and emotional wellbeing are effectively and consistently met to a very high standard. People are supported by nurses and care workers who know them well and seek medical assistance quickly to support them appropriately when required. Personal plans hold detailed information about people's needs and reviews ensure these remain up to date and current. Risk assessments help staff understand how to support people to remain safe. The care provided on the day of inspection appeared warm, attentive and of a high quality. Good staffing levels are in place to provide timely support and care is provided in line with personal plans. There are highly effective systems in place to manage medication in the service. People are offered a choice of nutritious food and there are communal areas giving people options on where they spend their time.

People have choice and control as far as practically possible. People or their advocates are fully involved in care planning and the review process. Their personal preferences are detailed in personal plans of care. This ensures people receive person-centred care and support. Care staff encourage people to be as independent as possible and support them to develop skills to further their independence. People have their own personal routines and engage in activities of their choice within the service and the community. The RI engages with people using the service and seeks their views as part of quality assurance processes.

People live in a home that is safe, secure and homely. There is a sign-in process to enter and leave the premises. The home is presented and maintained to a very high standard. The service is clean, clutter free and comfortable throughout. Health and safety building checks are completed and documented routinely. There is excellent compliance in relation to building safety certificates and checks. The environment meets the needs of the people living there extremely well.

There are excellent systems in place to help protect people from abuse and harm. Training ensures care workers are very well skilled, for example around how to manage medication safely, delivering person centred care and supporting people with their manual handling needs. Policies and procedures support good practice and can assist staff to report a safeguarding concern or 'whistle blow', should this be needed. Care workers feel confident if they raised an issue with the manager, it would be responded to. The service ensures staff are fit to work at the service, and regular supervision and appraisals support continued development. Incidents and accidents are logged, and appropriate actions taken by the service. Ongoing quality assurance audits ensure systems remain effective and improvements are identified and addressed. The service acts in an open and transparent way.

Care and Support

People benefit from an excellent standard of care and support and their personal wishes are valued and supported. A person-centred approach to care planning ensures people are central to the care and support they receive. We saw positive interactions between care workers and people throughout the inspection. Care and support is provided in a dignified and respectful manner and people or their representatives are fully consulted and involved in their care planning. People receive support to access meaningful and beneficial internal and external activities of their choice. We saw very good levels of staffing which align with personal plans. A visiting health professional told us *"Staff are brilliant, they are on the ball"*.

There are extremely detailed and up to date electronic personal plans which detail how care is to be provided in order to meet all identified needs. The plans demonstrate what matters to the person and how best to support them to achieve positive outcomes. People's ability to be involved in care planning is considered and are fully involved. Recording of support given is detailed and evidence that identified needs are monitored and regularly reviewed. People have a nominated key worker who is responsible for updating support information. Robust risk assessments and management plans identify people's vulnerabilities and give nurses and care workers guidance on interventions that will keep people safe.

Robust arrangements are in place for storing, ordering, and administering medication which is stored securely. The service has a policy and procedures in place to support the safe handling of medication in line with current best practice guidelines. We found medication is managed well in the service. Management complete thorough and frequent audits of the medication process in order to identify any patterns and trends. The service promotes hygienic practices and effectively manages infection prevention and control procedures. Nurses and care workers have access to personal protective equipment (PPE) to ensure they work within the services' infection prevention and control policy.

People receive the support they require when they need it. There are good staffing levels for each shift, with a lot of staff having worked at the service for some time. This supports good continuity and enables staff to know people very well. Nurses and care workers respond quickly to call bells and any requests of help. People told us *"They come very quickly"*, *"I'm very lucky to be in here"* and *"I think it's absolutely amazing here"*. A relative said *"It's a five-star establishment"*. Staff are supportive of each other and complimentary of the support peers and members of the management team provide. There are a number of staff who have been given long service certificates. A care team has this year been recognised with an organisational 'OSKAR' for their commitment. People and relatives told us *"Carers are 110%"*, *"Staff are brilliant"* and *"Can't fault them"*.

Environment

The provider ensures people's care and support is provided in a location and environment with facilities that promote people's well-being and safety. The environment meets the needs of the people living there extremely well. The accommodation is to a very high standard. The home has several areas, which can accommodate people with different care needs. Within the home there are numerous communal areas which include, a large foyer; shop; bar; observatory; activities area; hairdressers; chapel and a large communal lounge. The 'Albert Arms' pub is very popular; people can meet to socialise both formally and informally. The shop sells snacks, gifts, cards and toiletries, enabling people to independently purchase items for themselves or loved ones. We saw people's bedrooms are personalised with items of personal choice. The layout of the home promotes accessibility and independence; we saw people can move freely within the area they live. The grounds are maintained to a high standard, there are many different areas which include a beach area, raised flower beds, and ponds. Laundry facilities are very good, with a clear 'in and out' system which minimises infection controls risks. Domestic and laundry workers are at the service daily to ensure good standards of cleanliness and hygiene are maintained. An individual living in the home told us "*This is the best home by far*".

Confidentiality is maintained throughout the home. People are safe from unauthorised visitors entering the building, as all visitors have to ring the front doorbell before gaining entry and are asked to record their visits in the visitor's book when entering and leaving. Care records are held electronically, and staff personnel records are securely stored in the administration office.

Health and Safety measures are in place to keep people as safe as possible. Equipment and facilities including hoists and slings are tested regularly. Fire safety equipment is tested both internally and by external contractors and all staff have fire safety training. People living at the service have a Personal Emergency Evacuation Plan (PEEP) in place, which guides care staff on how to evacuate people in the event of an emergency.

Leadership and Management

The service has a strong vision and ethos. Its aims, values, and delivery of support are set out in the Statement of Purpose in a transparent way. A written guide is available for people in the service, containing practical information about the home, and the support provided. The service also offers a very good variety of formal and informal opportunities for people and their representatives, to ask questions and give feedback. Staff and people told us the manager has an 'open door' approach and is very approachable.

A rigorous recruitment process ensures care workers have the skills and attributes required for working in the care sector. We examined a selection of personnel files and found all the necessary pre-employment checks have been completed. These include, employment history, references from previous employers and Disclosure and Barring Service (DBS) checks. After being offered a post at the service care workers are required to complete a structured induction which is aligned with the All-Wales Induction Framework. Care workers are also required to work a six-month probationary period where their competence within their role is assessed. Shadowing opportunities are provided where care workers get to work alongside experienced members of the team.

Nurses and care workers feel very supported in their roles and are well trained to meet the needs of the people they care for. We looked at records relating to formal support and found care workers receive supervision every three months along with an annual appraisal. The service provides all staff with a rolling programme of training and development. Current training compliance is 96% complete. All care workers complete the service's core training which is relevant to the needs of people living at the home. The nursing team complete more specialist medical training. Staff told us "*I wouldn't leave this home and go to another one*", "*It's a lovely place to work*" and "*I would recommend this as a really nice home*".

There are excellent governance arrangements in place to support the smooth operation of the service and ensure continued quality care and support. The manager is familiar with people living in the home, and with staff. The manager, supported by the senior team drives high quality service delivery, ensuring consistently good practice. The provider has a very thorough 'compliance tracker' which provides the evidence that a comprehensive suite of checks take place. The RI has clear oversight of the service. The RI completes regulatory visits seeking feedback from people, their representatives, and staff.

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.

Area(s) for Improvement

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	
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