



Inspection Report on

Ashton Park Care Home

**Ashton Park Residential Home
37 Waterloo Road
Newport
NP20 4FP**

Date Inspection Completed

11/09/2024

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About Ashton Park Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	BIRA CARE HOMES LTD
Registered places	17
Language of the service	English
Previous Care Inspectorate Wales inspection	[19 April 2022]
Does this service promote Welsh language and culture?	The service is working towards providing an 'Active Offer' of the Welsh language.

Summary

People are happy at Ashton Park. People's care and support promotes their independence and is provided in a way they are comfortable with. People have choice over their day and are supported by care workers who care for them.

Care workers are happy at the service and feel listened to by the service manager. Care workers receive appropriate training to complete their role and are happy to complete a variety of tasks throughout the day as required.

The Responsible Individual (RI) attends the service regularly and is well known by people who live there. The RI is approachable and both people and care workers are able to raise any issues with them when needed.

There have been some recent upgrades to the building, and also plans for further improvements within the service, particularly regarding the décor.

Well-being

People receive the care they need in a way they are happy with. People can choose how to spend their day and there are opportunities of activities made available to them. People can choose where to spend their time, either in communal areas or in their own room. We observed positive interactions between care workers and people living at the service. Care workers respond to people's needs quickly and people are supported to move around the service as they wish to. People told us care workers "*Always come quickly*" when they need support with a task. The service makes referrals to external agencies as required to ensure the health and well-being of people living at the service is maintained. Examples include the District Nurse, Social Workers, and Chiropody services. People also enjoy a weekly visit from a hairdresser. A visiting professional told us they believe "*People are happy*" at the service, and also that "*People have close relationships*" with care workers. Families and friends of people living at the service can visit when they choose. Families are invited to be involved in the care and support their relatives receive. A family member told us they are "*Always made to feel welcome*" when they visit the service.

There are meetings held with people who live at the service. This is an opportunity for the manager and RI to share information about the service with people who live there, as well as a chance for people to share their views about what is going on, and things they would like to happen in the future. There is a positive mealtime experience at the service, with lots of positive interactions between care workers and people residing at the service.

People are kept safe by risk assessments within the service which promote people's independence. Any potential risks are identified, and steps taken to minimise those risks. The risk assessments viewed during the inspection were reviewed regularly to ensure they were still needed and relevant. A robust safeguarding policy also helps to keep people safe. There are range of other policies and procedures in place which ensure the safety and protection of people residing within the service.

The service is working towards providing the Active Offer. The service celebrates Welsh cultural events and care workers invited to learn Welsh if they wish.

Care and Support

People are happy living in this service. The service meets the needs of the people living there. During the inspection we spent time in communal spaces and saw care workers respond to people's needs promptly and in a caring way.

There is an electronic system to organise people's personal plans which allows care workers an easy and convenient way to access and record their care interventions. People's personal plans are individualised and focus on people's strengths. The information contained in the personal plans outlines how staff can support people in line with their preferences whilst encouraging people to be as independent as possible. It also sets out what people's needs are, and how staff can best provide support. Personal plans include people's likes and dislikes, as well as their social history. Personal plans are reviewed regularly, and people and their families are invited to be involved in reviews. Everyone's views and opinions are included in the review process. The service manager has oversight of health and safety and has systems in place to monitor and reduce falls within the service.

Families are happy with the care and support their relatives receive. One family member told us there is a "*Good family atmosphere*," and another told us their relative is "*Happy and well cared for*." Both people and their families shared their views about the food available at the service and spoke highly of the choices available and the quality of the meals at the service.

There are activities available two days per week, and local college students are also invited to the service throughout the week to provide additional befriending opportunities for people living at the service.

There are safe systems in place regarding medication management. These include daily checks to ensure medication is administered correctly, and audits to ensure any issues are identified quickly and addressed as needed.

There are plentiful supplies of Personal Protective Equipment (PPE) around the service for use by care workers.

Environment

People benefit from living in a safe environment. The front door is locked with a keypad system, and there are also lockable doors within the service to keep areas secure as required.

People's bedrooms are personalised and decorated in line with people's preferences. Photographs and other personal items are on display in people's bedrooms. There are communal spaces within the home people can access if they choose including a lounge room and two dining rooms. There are foyer areas within the service with chairs which can act as smaller quieter meeting spaces for use by people and visitors if they wish. The home has a selection of films and books available for people to use.

The service benefits from an enclosed garden area. This includes a large patio area, as well as a lawned area with mature trees around the edge of the garden. There is some seating available in the patio area, although new furniture has been purchased which will be a welcome addition to garden space.

There are some areas inside the service where the décor is scuffed and marked. The RI assured us this will be addressed by the new maintenance staff member who is due to start work at the service in the near future.

Regular maintenance checks are completed to ensure equipment within the service is safe. The required safety certificates are available and in date. The service has also recently been awarded a Food Standards Agency rating of five (very good), and so people can be assured food is prepared and delivered in a safe environment.

Leadership and Management

The service manager is well established in their role and oversees the daily running of the service. The RI attends the service regularly and is well liked by people at the service who described them as “*Nice*” and “*Helpful*.”

There are safe recruitment practices in place. Appropriate checks are completed before care workers start working at the service. References are obtained for any new staff members to the service, and appropriate Disclosure and Barring Service (DBS) checks made. The service manager meets with the team to discuss any updates to the service. Care workers are given opportunity to raise any concerns or questions during the meeting. The service manager oversees any records of compliments and complaints received by the service. Any actions taken as a result of any complaints received are noted. The service manager also records any accidents or incidents that happen within the service, and actions taken as needed. The service manager looks for patterns or trends so they can take steps to improve the service. Supervisions are of a good quality, however, are not taking place as frequently as required. This is an area for improvement, and we expect the provider to take action.

The RI completes the required visits as set out in the regulations as well as completing the required Quality of Care reports. These reflect what has happened at the service in recent months as well as set out the future plans of the service. The Service User Guide and Statement of Purpose documents reflect the service people receive. There are processes in place to ensure governance of the service. These systems are there to make sure the service runs as well as possible.

Care workers at the service are happy with one care worker telling us they “*Love working here,*” and another said there was “*Good communication from the manager.*” Care workers told us they receive lots of training, as well as refresher training each year. Care workers told us they are happy to undertake a variety of roles around the service to ensure the required tasks are completed each 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
16	At review people's representatives are not routinely consulted, and their feedback is not documented and acted upon.	Achieved
21	Care and support is not being provided in a way which best promotes people's well-being and safety.	Achieved
6	The service needs to be provided in keeping with information contained within the statement of purpose. In particular this relates to overall insufficient staffing levels and the deployment of staff. Further internal and external maintenance of the building needs to be completed and any environmental risks need to be proactively identified and responded to as a matter of priority in order to appropriately promote	Achieved

	the safety of people living at the service.	
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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
36	Whilst supervisions are taking place at the service, they do not happen within the required timescales as set out in the regulations. Supervisions should take place no less than quarterly.	New

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