



## Inspection Report on

**Min y Mor Residential Care Home**

**Minymor Residential Home  
Wellington Gardens  
Aberaeron  
SA46 0BQ**

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

**This report is also available in Welsh**

**Date Inspection Completed**

15/05/2024

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## About Min y Mor Residential Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Ceredigion County Council Adults and Children's Services
Registered places	28
Language of the service	Both
Previous Care Inspectorate Wales inspection	16 March 2023
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 and their representatives are positive about the high-quality care they receive. They are supported by a friendly and understanding staff team, who they have built up trusting relationships with. There is a family feel at the service, with a significant focus on stimulating and meaningful activities.

A Priority Action Notice was issued in the last inspection because of the poor environment and the impact it had on people. There has been no progress with the work needed to resolve these issues, therefore, the Priority Action Notice (PAN) remains open.

The manager has created a positive 'can do' culture and is appreciated by the people who live and work at the service. The Responsible Individual (RI) has good oversight of the service. Information from their visits and internal audits help to inform the six-monthly quality of care review.

## Well-being

People receive creative and individualised person centered care. People are supported to remain as healthy as possible because the manager involves health and social care professionals when required. People are supported to do things that matter to them such as taking part in a wide variety of stimulating activities, socialising with each other and meeting their visitors at the home. There is a strong sense of community at the service, people describe it as a family and contribute by offering support to each other. Interactions between people and the whole staff team are relaxed, fun and caring. People live in a service that offers an 'Active Offer' of the Welsh language and people communicate in Welsh or English as they choose.

People are protected from harm because recruitment processes and training ensure they get the right care and support. Care workers receive induction, ongoing development training and register with the work force regulator, Social Care Wales. Staff protect people from abuse and neglect and are fully aware of their responsibilities to raise concerns. People and their representatives know how to make a complaint if needed and have confidence in the manager.

The overall environment still fails to support people to achieve outcomes. The dated; damaged décor needs refurbishment to better support people's well-being. This was previously a Priority Action Notice and will remain open. The provider has a more detailed update plan in place to resolve these matters and we expect to see improvements in the next inspection.

People have a voice because they and/or their representatives are involved in quarterly Regulation 73 visits. This information is recorded in a report with a clear action plan and used to inform the six-monthly Quality of Care Review.

## Care and Support

People are very happy with the excellent care and support they receive. There is a family feel at the service and we saw many friendly interactions between people who live and work at the home. An individual told us, *"I can assure you the staff are excellent"*. Dedicated care workers understand people's needs, respect them as individuals and develop trusting relationships. A care worker told us *"I like being here for people and making a difference, it's so rewarding"*. Representatives value the effective care and support offered and one told us, *"The staff are fabulous, I couldn't fault them, the care is fantastic and they are all great"*.

People, their representatives and care workers are involved in developing personal plans, that include a highly detailed and informative life history. Personal plans are reviewed every three months to ensure information is accurate and up-to-date. Documentation shows good evidence of health and social care professionals being involved. Risk assessments support people to maintain their independence, while helping them to remain as safe as possible.

People are supported to be as socially active as possible and to remain in contact with their friends and family. A creative and enthusiastic coordinator supports people to plan and arrange their activities for the upcoming month. Activities such as arts, crafts, games and quizzes take place regularly. People also enjoy reading newspapers, books, watching television and interacting with each other. External entertainment is also organised around people's interests and there is a celebration of the local and Welsh culture. We were told about religious services, singers, musicians, school children, local people, poets and west-end performers all regularly visiting. Individuals are enabled to follow their own specific interests and a person who lives at the service told us about her various fund-raising projects for local charities.

People enjoy each other's company and are a great source of support for one and other. Family members are actively involved in the service by participating in the many different activities and events. We were told that everybody enjoys chatting to visitors at the service. Care workers effectively meet people's needs and we observed many friendly, unrushed and patient interactions during the inspection.

## Environment

The provider was issued a Priority Action Notice following the last full inspection. The provider has not made any improvements to the areas identified in the PAN. We met with a new member of the providers property development team, who has a clear and structured plan in place to address the environmental issues. They told us they have materials and contractors in place to start systematically replacing the fire doors. Once the doors are replaced, the extensive upgrades to the décor and flooring replacement will commence.

The provider has a plan to address the building defects and to refurbish the décor, however the Priority Action Notice will remain open.

People are relaxed and comfortable in the different communal areas. Communal areas are well used by people to socialise with one and other, take part in activities and entertain visitors. Individuals can personalise their rooms with their own pictures, ornaments and furniture. People access the grounds and make the most of the views from the home in the warmer weather.

Regular Health and Safety audits of the property are consistently completed. Testing of fire safety equipment is up-to-date and the provider is working through the recommended actions needed to be compliant with the fire regulations. Personal Evacuation Plans are individualised and available in emergencies.

The kitchen has a food hygiene rating of five, catering staff are aware of everyone's needs and preferences. People enjoy a variety of freshly prepared home cooked meals and look forward to mealtimes together.

## Leadership and Management

The provider has arrangements in place for monitoring, reviewing and improving the quality of the service. However, the length of time taken to resolve the building issues identified in the outstanding PAN and their own audits needs to improve. The RI has good oversight of the home, and they gain feedback about the service from people, their representatives and care workers every three months. We saw feedback from people in surveys and various audits is used in the six-monthly Quality of Care Review.

The Manager is highly visible at the service and knows people well. We saw many friendly interactions between them and people throughout the inspection. People and their representatives are positive about the effective leadership at the service. Care workers told us the manager is very supportive and they value the open-door policy, one said, *"[Manager] is great, easy to talk to and knows the residents"*.

Care workers receive regular supervisions and an annual appraisal, they can discuss anything at any time with the manager. A care worker told us, *"She's (manager) good and she gets things sorted. She's very supportive and flexible"*. Discussions with staff, demonstrate a good understanding around safeguarding and they are confident to report matters appropriately. Care workers have a good understanding of the key policies and procedures that support good practice.

Pre-employment checks take place before new employees start work. These include references, right to work and Disclosure and Barring (DBS) checks. New staff receive a comprehensive induction, to ensure they are familiar with the people who live at the service. A variety of E-Learning and face-to-face training help all staff to meet people's needs, a care worker told us, *"I learnt a lot on the last face to face session"*. Care workers complete the 'All Wales Induction Framework for Health and Social Care' and register with Social Care Wales, the workforce regulator.

There are adequate numbers of staff available to effectively meet people's needs. Many care workers have been at the service for years. Staff build up good relationships with people and understand each person's needs and preferences. An individual told us, *"They are wonderful. The staff are so good"*.

### 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
44	The evidence The environment had previously been identified as an Area for Improvement following our last full inspection (17.08.2021). The provider has not completed the decoration plan they had in place and the following was observed during the inspection. Peeling wallpaper, chipped and damaged paint work. Tired and damaged carpets and flooring. Bedrooms with damaged, mismatching furniture and decor. Staff and people's representatives want to see an improvement in the decor within the home to enhance the quality of people's lives. The impact on people using the service is the environment does not support people's well-being.	Not Achieved



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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