



Inspection Report on

Ashleigh Court

**Ashleigh Court
Chester Road Gresford
Wrexham
LL12 8PP**

Date Inspection Completed

28/06/2021

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About Ashleigh Court

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Gresford Care Limited
Registered places	50
Language of the service	English
Previous Care Inspectorate Wales inspection	26 February 2020
Does this service provide the Welsh Language active offer?	This is a service that is working towards providing and “Active Offer” of the Welsh language and intends to become a bilingual service.

Summary

People are happy with the care and support they receive from well-trained care workers, and with the environment they live in. Care staff are knowledgeable, respectful, caring and are available in sufficient numbers to meet people’s needs, though staffing levels at night at the dementia household will be reviewed. People receive the care and support they require. There are opportunities for people to take part in regular pre-planned activities and have a choice in the food they eat at mealtimes, which, we are told, is good. Managers have effective oversight of the service and the views of people living at Ashleigh Court are taken seriously. There is clear evidence of on-going investment in the home.

Well-being

People have control over their day-to-day lives. People are involved in choosing the care and support they receive and this is reflected in people's care documentation which is reviewed regularly with input from the individual if they wish. People's personal plans are up to date and are an accurate reflection of the person, their requirements and the outcomes they wish to receive from the support which is agreed in consultation with the individual.

People are happy with the range of activities available to occupy them and have good relationships with care staff. The rapport between care workers and people is respectfully familiar. People are able to express their views and the service is accommodating to people's preferences. People enjoy their experience at mealtimes.

People are protected from abuse and neglect. Risk assessments and personal plans are in place, accurate and kept up to date. Risk assessments are also reviewed at appropriate intervals. Training records and our discussions with care workers showed they are trained in and have an understanding of safeguarding. Other areas of mandatory training are also up to date. Policies and procedures are in place to protect people and staff recruitment processes are robust.

The service supports people to achieve their outcomes. Some areas of the home, including some people's bedrooms are newly decorated, this process is still on-going and shows continued investment in the home. The home is clean, warm and comfortable and bedrooms reflect individuality.

We saw additional cleaning, availability and use of Personal Protective Equipment (PPE) and other protective measures, due to the pandemic, are also in place.

Care and Support

People can be confident carers have an accurate and up to date plan for how their care is to be provided and that they are provided with the quality of care and support they need which, if they wish to be, they are consulted about. People we spoke with told us they receive appropriate care and support which meets their needs. Pre-assessments, personal plans and risk assessments accurately reflect the needs of the individual being supported, give care staff detailed instruction on how to support the person, are reviewed at appropriate intervals and in line with regulation. These documents are specific to the person and the risk associated with the individual, and focus on the outcomes for the person. We were told by managers and care staff that care workers are advised of any changes to people's care and support requirements in a timely fashion.

People receive personalised care and support. Meal options, daily routines and the activities they could be involved in evidenced people living at Ashleigh Court have choice in the lives they lead. We saw people engaged in activities they clearly enjoyed on the afternoon of the inspection and viewed activity schedules which show activities were organised throughout the week. People we spoke with confirmed they had the option of joining in or not, as they wished.

People are safeguarded from harm and neglect. We saw evidence in people's files healthcare professionals are contacted in a timely fashion if required. We spoke with health care professionals who were complimentary about the service and the way any issues were dealt with by care staff and managers. However, we did view night logs from Ty Heulwyn (the dementia household), some of which hadn't been completed. We spoke with the manager about this who advised this is being addressed with care staff. Care staff handover notes, however, are being completed fully.

Medication administration is safe and ensures the protection of people's health and well-being. The recording and dispensing of medication by appropriately trained staff is carried out. Medication is stored appropriately. We also saw evidence monthly medication audits are undertaken by managers.

Environment

The service provider ensures the environment supports people to achieve their personal outcomes. The layout of the home, together with the provision of aids, adaptations, and signage ensures the environment promotes people's independence. We viewed some people's rooms which evidenced people could personalise them according to their wishes. This helps people with their sense of orientation and belonging. We saw people are able to walk around the home as they chose, freely and securely, aided by strategically placed seats.

Good arrangements are in place to ensure risks to people's health and safety are identified and mitigated. We saw evidence appropriate checks and tests are being undertaken for visitors upon arrival and Personal Protective Equipment (PPE) is available for staff and visitors throughout the home. All staff wear and use PPE appropriately. The home is clean and we saw records which show the home was cleaned thoroughly every day and this was an ongoing process throughout the day. Call bells were in operation to alert care staff to when individuals needed assistance, these were not intrusive. We saw maintenance records show audits of the environment are carried out to identify and address problems and servicing and testing of equipment is carried out regularly. We also saw evidence of recent investment in the home, re-decoration and new flooring has been undertaken in some communal areas and people's rooms and this investment is ongoing.

Leadership and Management

The service provider has effective governance arrangements and quality assurance processes in place to ensure people are provided with good quality of care and support. Records show regular visits are undertaken by senior managers to oversee the service, complete audits and speak with residents and staff. We have viewed a copy of the homes last Quality Assurance report which shows people's views are taken into consideration and results of management audits are fed back to the individuals living at Ashleigh Court. We saw evidence of residents and staff meetings taking place and people we spoke with felt their views and opinions are taken seriously. Additionally, managers carry out regular reviews and audits of the service, captured in monthly action plans. The information from these audits is assessed and reported on to more senior managers in the organisation. Policies and procedures are in place. They are reviewed on a regular basis and formal handovers between care staff take place.

Care staff are employed in appropriate numbers, however, we viewed night logs which showed, and spoke with staff some of whom said, that on occasion, the frequency of calls for assistance from people on Ty Heulwyn (the dementia household) at night could be challenging. Staff advised us that night staff at Ty Heulwyn could access night staff on the residential side if they were very busy. We spoke with senior managers around this issue who advised they would review their options around staffing levels at Ty Heulwyn at night. We observed care staff taking time to support individuals appropriately, however we did observe at Ty Heulwyn, at lunch time, staff were at times task focused with one person. However we also saw good examples of care and support being undertaken throughout the home and people are treated with dignity and respect. We spoke with the managers about our observation in regards care staff being task focused at lunch time, they said this would be investigated further. We saw evidence in training records which show care staff were well-trained and care staff we spoke with confirmed the training they received met the needs of the people whom they were supporting. We also viewed care staff files which showed robust recruitment processes are in place.

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

None	
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Areas where improvement is required

None	
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