



# Inspection Report on

**Abbey Lodge**

**3 LLYS DERI COMMERCIAL STREET  
YNYSDDU  
NEWPORT  
NP11 7JA**

## **Date Inspection Completed**

21 July 2021

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## About Abbey Lodge

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Abbey Ambitions
Registered places	4
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection since the service registered under the Regulation and Inspection of Social Care (Wales) Act 2016
Does this service provide the Welsh Language active offer?	The 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

Abbey Lodge is a care home, which is able to accommodate up to four residents. Sam Gloster is the Responsible Individual (RI) who has overall accountability for the service. A suitably experienced and qualified manager oversees the day-to-day running of the home, along with another small home and they are registered with Social Care Wales.

People and their relatives are happy with the service they receive and speak highly of the staff and management. People receive care as and when they require it, from suitably trained care staff. Care staff receive support from management and feel valued. Some improvements are required with the recruitment process of care staff.

Care staff and residents have positive relationships. Care staff understand the needs of the people they support well and deliver care in a respectful and dignified way. People have control over their own lives and are able to make their own choices as far as possible. Care documentation is robust, easy to understand and reflective of the person being cared for. Referrals to health professionals are made promptly as required.

The environment is clean, warm and welcoming; People have their own rooms, some with en-suite facilities, which are personal to them and contain their own belongings. The home also has a communal kitchen, dining and lounge areas for residents to use.

## Well-being

The individual circumstances of people are considered. People's care plans are person centred and specific to each individual's needs and preferences. People have autonomy over their own lives and staff know what they like and dislike. This ensures that care staff can support people accordingly. Detailed risk assessments are in place and people are supported to be as independent as possible whilst maintaining their safety. We saw that people have choice about how and where they spend their time, with activities readily available.

People are provided with a varied menu of meal choices and are supported by care staff to improve their cooking skills and independence in the kitchen. People have their own rooms, which are warm, clean and personalised to their own taste. People have family photos, cards and trinkets in their rooms, which gives a homely feel to their surroundings.

People are treated with dignity and respect. People are supported to maintain their personal appearance and all residents are clean and well cared for. A trained hairdresser came to the home to cut some of the resident's hair during our inspection visit, which people told us they were looking forward to. Care documentation highlights what people are able to do for themselves and care staff encourage people to be as independent as they can be. Staff support people with care, compassion and good humour. During the visit, we saw staff sitting with residents, engaging them in conversation and encouraging them to join in with activities.

People are protected from harm or abuse. Staff are trained in the safeguarding of adults at risk of abuse and understand how to report suspected abuse. A safeguarding policy is in place. However, this requires updating to refer to current guidance; the manager assured us that they would update this. Staff have access to current guidance through the all Wales Safeguarding procedures app. The home is secure and monitors visitors entering the building. Abbey Lodge is clutter free and safe from hazards as far as practically possible.

## Care and Support

People receive the support they require, as and when they need it. Throughout the visit, we saw there were sufficient care staff on duty to support people. Care staff engage with people in conversation and activities. We saw staff interacting well with residents and evidence of positive relationships. Staff provide care with genuine warmth and compassion. Care staff support people with their personal care with dignity and discretion. Staff are confident in supporting people who are distressed or anxious. People and their relatives were very complimentary about the support provided, communication from the management and the way the home is run.

Residents' files contain all the required information including risk assessments and personal plans of care. These are reflective of the person being cared for and regularly reviewed. We saw evidence that referrals are made to external professionals as required. Guidance and information is reflected within personal plans and followed correctly.

Robust medication procedures are followed, we found that all medication which had been administered was accurately recorded on the persons Medication Administration Record (MAR) chart. Where people have been administered 'as required' medication, the reason for this is clearly recorded on the MAR chart. There are some gaps in the recording of medication room and fridge temperatures, which the manager assured us they would address.

People have choice and autonomy. We saw that personal plans of care highlight people's preferences, likes and dislikes. During the inspection, we were able to see that staff understand people's needs and preferences. Some people chose to engage in activities while others chose to spend time doing other things of their choice, including chatting to staff or watching TV in their room. We were told that during the pandemic the home has been using technology for people to maintain contact with their families and loved ones. Welsh government guidance is being followed to allow visitors into the home. We saw appropriate risk assessments are completed and reviewed.

Robust infection prevention and control procedures are followed. We saw staff all wearing the appropriate personal protective equipment (PPE) throughout our inspection visit.

## Environment

People live in an environment that meets their needs and promotes their well-being. Abbey Lodge is warm, welcoming and free from malodour. We saw that increased cleaning was taking place due to the Covid-19 pandemic. PPE and hand sanitizer was readily available throughout the home.

The home has a five star rating from the Food Standards Agency, which is the highest rating possible and means the hygiene standards are very good and comply with the law. We viewed a selection of bedrooms and saw that they are warm, clean, and personalised to each resident's tastes. People told us that they like their bedrooms and communal areas and they have been able to choose the décor to their tastes.

There is a separate lounge and dining room, which are well maintained and tastefully decorated. Some rooms have en-suite facilities; there is also a shared bathroom and separate toilet. These are clean, tidy, and well stocked with hand soap and paper towels. The kitchen space is well organised, has modern appliances with worktops and units in good order.

The rear garden has well-maintained garden furniture where we saw people were relaxed and chatting to staff. There is also an outbuilding with laundry facilities.

People benefit from a safe and secure environment. On arrival, the main door was secure, our identification was checked and we were asked to sign the visitors' book. Potentially harmful cleaning products are stored safely and securely. We viewed the maintenance file and were able to see that all serviceable equipment has been serviced to ensure its safety. Regular checks of the fire alarms take place at the home and staff are trained in fire safety. People living at the home have a Personal Emergency Evacuation Plan (PEEP), which is important as it guides staff on how to evacuate people in case of an emergency.

## **Leadership and Management**

People benefit from effective leadership and management. The model of care documented in the service's statement of purpose accurately reflects the support provided. This was evidenced through reviewing people's personal plans, discussing people's care and support with them and their relatives and through discussions with care staff.

The RI has undertaken regular quality assurance checks to ensure that the service is fully compliant. These reports are comprehensive and clearly identify the service areas to be improved as well as celebrating the home's successes. Feedback from residents and staff is used to inform the quality assurance process. The home promptly submits the required notifications to Care Inspectorate Wales (CIW) and the provider is open and transparent in their dealings with the regulator. The provider has relevant policies in place, which are kept under review.

Care staff receive regular supervision with their line manager. This one-to-one support provides opportunity for staff members to discuss any concerns or training needs they may have and for their line manager to provide feedback on their work performance. Care staff have the opportunity to attend team meetings and discuss the operation of the service. Care staff can contribute any ideas they may have. These meetings have been less frequent during the pandemic but the manager assured us that they would recommence more regularly now that restrictions are being relaxed. We saw that personnel files are well organised but the required information is not available for all staff. One file we reviewed did not have the required two written references from previous employers. We expect the provider to take action to address this and will follow it up at the next inspection.

Staff told us that they feel valued and well supported in their roles. The manager is well regarded by the staff team, residents and their families. The manager and RI are approachable and lead by example in running the service. Care staff are well trained in all aspects of their work and support people calmly and confidently with warmth and compassion.



**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**

Ensure that all relevant pre employment checks are completed before staff start working at the service	
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The area(s) identified above require improvement but we have not issued a priority action notice on this occasion. This is because there is no immediate or significant risk for people using the service. We expect the registered provider to take action to rectify this and we will follow this up at the next inspection.

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