



Inspection Report on

Westhaven Nursing Home

**9 Francis Avenue
Rhos On Sea
Colwyn Bay
LL28 4DW**

Date Inspection Completed

22 June 2023

22/06/2023

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About Westhaven Nursing Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	JA Care Ltd
Registered places	19
Language of the service	English
Previous Care Inspectorate Wales inspection	[Manual Insert]
Does this service provide the Welsh Language active offer?	This 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

This inspection was conducted to measure improvements made to identified issues in the last inspection.

We found staffing numbers have increased in the home leading to improved outcomes for people and staff. Staff rotas evidence better work cover. Staff spoken with said morale is good and they work together well as a team. The responsible individual (RI) told us they are pleased with the recruitment and retention rate of staff. Staff told us they are well supported in their daily role.

We saw the RI produces quality reports which measure the quality of care given and addresses any issues raised. People, families, and staff told us the RI has spoken to them and taken their views regarding the service into consideration. The maintenance of the building is considered and is an ongoing project to ensure comfortable surroundings for people.

Well-being

People are treated with dignity and respect. We observed staff have a good rapport with people and can anticipate their care needs. People can have personal choices such as when to get up and go to bed and what to do with their day. Family members told us they had raised issues with the RI, and these had been addressed. People can choose to spend time in the main lounge and spend time with others and participate in activities. A family member said their relative enjoyed bingo sessions and music. There is open visiting for people, and we saw a person going out for the day. We saw people can personalise their rooms with objects which are important to them and help them feel at home. Some staff members can speak Welsh with people as required.

People can choose meal options from a menu; they are able to have alternatives if they dislike what is on offer. Snacks and drinks are readily available for people. A person told us, *"I had a lovely lunch, but then it always is!"*. The manager told us they have regular food deliveries to ensure food is fresh. Special diets are catered for and drinks such as fruit smoothies are offered as a healthy option.

The home is clean and tidy. Maintenance is ongoing in the home to ensure people have comfortable surroundings. Corridors are free of clutter and trip hazards. Families and people spoken with were happy with the environment of the home.

Staff spoken with were able to describe the local safeguarding process should they be worried about people's safety or care. This was reflected in the training records which showed training is up to date.

Care and Support

People's personal plans are centred around their individual needs and preferences. We saw plans are reviewed regularly and updated as needed to ensure care is appropriate for people. Risk assessments are in place to ensure people are as safe as possible. People are supported to have health appointments and visits from professionals such as Chiropractors and Opticians. People have regular reviews from GP's or Advanced Nurse Practitioners (ANP) and have medication reviews to ensure the correct prescription for their needs. Outcomes of appointments and any new instructions for care are documented in people's plans to ensure staff are informed and can act upon them.

Medication practices are good in the home and the home receives support from the pharmacy team in the health board. Staff told us the home has good service from the local chemist and prescriptions are obtained in a timely way.

We saw care is given at a relaxed pace with time for people's individual needs. Staff said things have improved since extra staff have been employed, morale has improved, and they work together well as a team. We saw people's call bells are answered in a timely manner.

Staff spoken with said they receive sufficient training to help them in their daily role. Staff said managers were approachable should they have any concerns.

Environment

As this was a focused inspection, we have not considered this theme in full. This theme will be inspected in the next inspection.

Leadership and Management

We saw there is a good managerial structure in place to ensure the smooth running of the service. The RI conducts visits to the home and produces a report detailing the quality of the service as required by the regulations. The opinions of people, staff and families are considered in the report, and issues addressed as required. The maintenance of the home is also considered and is a rolling project. The manager of the home audits the day to day running of the home and care, results are shared with the RI and staff to celebrate things that are well done and consider issues that require more work.

Recruitment and retention practices are good in the service. We reviewed a sample of personnel files and saw checks are in place to ensure staff are appropriate to work with vulnerable adults. Staff said they had training and supervision to support and enable them in their daily role. We saw the training and supervision records reflected this and were up to date. We saw from rotas that recruitment has improved. Staff spoken with said the extra staff have improved the workload and morale in the home.

The RI has not reported any financial concerns to Care Inspectorate Wales (CIW). We noted staff are recruited and training procured for them. The manager told us they can order new equipment and bedding as required for people. There are good stocks of fresh food available for people.

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
34	The provider has not ensured sufficient numbers of trained and experienced staff to give continuity of care in the service.	Achieved
80	People cannot be assured of the RI producing a detailed report regarding the quality of care in the home. The opinions of people living in the home, working in the home, or visiting the home have not been sought.	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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Date Published 03/08/2023