



## Inspection Report on

**Newton Court Residential Home**

**NEWTON COURT HIGHPOOL LANE NEWTON  
SWANSEA  
SA3 4UX**

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

**This report is also available in Welsh**

### **Date Inspection Completed**

03/08/2021 3<sup>rd</sup> August 2021

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## About Newton Court Residential Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Christadelphian Care Homes
Registered places	28
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">17 October 2019</a>
Does this service provide the Welsh Language active offer?	This is a service that is working towards providing an 'Active Offer'.

### Summary

People who live in the home and their relatives informed us they are very happy with the care and support provided. Visiting professionals told us the standard of care provided at the home is high and any health concerns are reported promptly. Care workers told us they receive good support from the management team. Care planning processes are robust and thorough. There are good staffing levels that correspond with the statement of purpose (SOP). A competent and well trained team of care workers work in the home. There are robust quality assurance processes for oversight of the service provided and a dedicated management team.

The accommodation is well maintained and presented to a high standard. There are large well-kept grounds and an internal courtyard that people can safely access. Bedrooms are personalised to the taste of the individual. There are beneficial and rewarding organised activities people can participate in. People told us the variety and choice of food is good.

People are safe and staff understand the importance of safeguarding and reporting any concerns. The building is secure with all entrances and exits locked and alarmed. There are good infection control procedures in place and the home is clean and well-ordered throughout.

## Well-being

Practices and processes in the service support people to maximise their physical, emotional and spiritual well-being. Staff are dedicated, committed and passionate about the work they do. People and relatives informed us they are extremely happy with the support provided and caring approach of staff. Relatives informed us communication is good with and from the service. We noted very positive interactions between staff and people throughout the inspection. Policies and procedures provide clear guidance for staff to understand their role and how they should provide care and support. The current SOP is consistent with the service provided. Visiting professionals told us the standard and quality of care provided is very high and any health concerns are reported quickly. There are good processes in place for assessing, monitoring and reviewing the care and support needs of people. Care workers receive both core and specialist training and there are plans to re-start taught subjects such as dementia training shortly. Care workers receive regular, planned supervision in addition to accessing support and advice when necessary. People have access to a wide range of structured and planned activities in the home many of them faith based. People are consulted about their preferences, choices and support needs.

There are good oversight and governance arrangements within the service. The management team and responsible individual (RI) are accessible and supportive. There are robust quality assurance processes including regular external scrutiny by the RI and a nominated Trustee. Regular, planned staff and resident meetings take place with clearly documented actions as appropriate. The standard of accommodation is very good; comfortable, clean and bedrooms are personalised. There are plans to refurbish some of the en-suite bathrooms. People have the opportunity to access well maintained and pleasant external grounds and an internal court yard area. All entrances and exits to the service are safe and secure. People spoke highly of the standard and choice of food provided and different dietary needs are catered for.

People are protected from abuse and neglect as care workers understand their safeguarding responsibilities and are aware of how to raise concerns should they need to. All care workers spoken to showed good knowledge and awareness of safeguarding procedures. All staff were following current Public Health Wales (PHW) guidance and using the correct personal protective equipment (PPE). There are good infection control procedures in place to ensure people are as safe as possible.

## Care and Support

People are happy and have their dignity and independence respected and promoted at

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Newton Court. We spoke to four people using the service and received feedback from five relatives. A person told us *"it's fabulous here, food is very good and the staff are excellent"*. A relative stated *"the residents are very well treated and cared for. All staff are very friendly"*. Positive interactions were observed between care staff and people throughout the inspection. We spoke to two visiting professionals one of whom told us *"absolutely outstanding, residents are exceptionally well cared for and there is a really high level of care"*.

A knowledgeable and committed staff team meet people's care and support needs. Staffing levels are consistent with the SOP and include a manager registered with Social Care Wales (SCW) and dedicated deputy manager. Care workers spoken with show good knowledge of their roles, many working in the service for a number of years. A care worker told us *"It's lovely and I am really glad to work here. It's a lovely place to work"*. Another *"everyone is supportive and helpful and people are really well looked after"*. Care workers confirm they receive appropriate training, currently online due to the pandemic. More specialist training such as dementia awareness is being planned.

People's care and support needs are documented in a detailed and regularly reviewed live online personal plan. Managers and care staff have good knowledge of people's on-going care needs. Personal plans viewed contain personalised information regarding likes, dislikes and promotion of independence when receiving personal care. There is detailed information regarding health care needs such as diabetes and pressure area care and specific risk assessments. Care workers update information directly to the online system to ensure any changes are documented as well as completing planned handovers between shifts. The deputy manager told us there are plans to update the current care planning system to make it more user friendly.

Systems to manage medication safely are robust. There are safe arrangements for storing locked medication cabinets in a secure area, accessible only to authorised staff.

Temperature of the medication room and fridge are documented on a daily basis. There are clear medication management systems in place including a medication policy. All staff administering medication are trained and managers have good oversight of this. Medication Administration Records (MAR) are completed appropriately.

## Environment

People are cared for in a clean, homely and secure environment. People's bedrooms are nicely decorated, clean and personalised to the taste of the individual. People like living in the home and referred positively to their bedrooms. We saw external exit and entry doors to the home are safe and secure. The home is well maintained and decorated. We were informed there is a programme of refurbishment planned for some of the en-suite bathrooms. We saw people enjoying a large communal lounge/dining area with a separate large conservatory. There are good infection control measures in place and we were asked to produce evidence of a negative Covid 19 test on arrival. Care workers informed us there is a good supply of personal protective equipment (PPE) and they receive regular updates and training regarding Covid 19 and infection control. Part of the conservatory area has been sectioned off to allow safe visiting to the home by relatives. We viewed the kitchen and food preparation areas and were informed there is a current food hygiene rating of five in place. This means that there are high standards in place regarding food storage, handling and cleanliness. The kitchen staff have a good knowledge of people's dietary needs including specialist requirements such as diabetes and swallowing difficulties. All people spoken with inform us they enjoy the variety and choice of meals. We viewed the extensive well maintained grounds and courtyard. We were informed people are involved in activities outside such as gardening and growing vegetables. There are two part time dedicated activities coordinators employed in the home with a number of volunteers that assist. There are regularly planned and structured activities in the home many faith based to suit the spiritual needs of people. There is also a summer house and beach hut that people can access. The home also has a separate self-contained bedroom that relatives have previously accessed when visiting people.

The environment is safe and there are robust processes in place to ensure checks are completed and documented. Safety certificates for gas installations, lift operation, fire alarms, hoists and slings, portable appliance tests (PAT) are in place. We saw a detailed comprehensive spreadsheet containing oversight of all maintenance, accidents, infection control and health & safety in the home. We saw that cleaning products are stored safely, appropriately and according to control of substances harmful to health regulations (COSHH). There is a dedicated laundry room and soiled items are separated from clean observing good infection control. Fire alarm checks are completed regularly and documented accordingly.

## Leadership and Management

There is good oversight and governance of the service by the management team. Policies and procedures are detailed and robust covering areas such as safeguarding, complaints, supervision and infection control. All policies viewed are through and reviewed regularly. The provider of the service completes regular checks to help ensure people are happy with the quality of care and support. There are regular planned resident and staff meetings taking place in addition to weekly management meetings. We saw written reports that confirm this and the deputy manager informed us the RI is extremely supportive, visits often and is in regular contact. We read reports such as quality of care reviews that cover areas such as consultation with people, quality improvement, safeguarding and accommodation with clear related actions. There is also a nominated Trustee who visits the home regularly and provides feedback on the quality of service provided.

There are good levels of competent well trained staff working in the home. This includes care staff, domestic staff, activities coordinators and kitchen staff. Staff records are kept in a locked filing cabinet in the manager's office. Records indicate that new care staff receive a thorough induction aligned with the All Wales Induction Framework (AWIF). Staff files contain the appropriate recruitment information and evidence of checks. We spoke with four care workers. They informed us they feel well supported by the management team and receive regular formal and informal supervision. One care worker told us *"really well supported particularly when I started. I shadowed when I started. Good relationship with managers and communication very good"*. We also saw an overall supervision log that documents most care workers are receiving regular formal supervision. Care workers receive both core and specialist training that aligns with the SOP. External taught training was suspended due to the pandemic but plans are in place to restart this shortly in addition to online training. Care workers have either completed or are working towards a Qualification and Credit Framework (QCF) in care at the appropriate level.

**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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