



# Inspection Report on

**The Willows**

**Bridgend**

**Date Inspection Completed**

19/12/2023

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## About The Willows

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Amethyst Healthcare Ltd
Registered places	4
Language of the service	English
Previous Care Inspectorate Wales inspection	20 December 2022
Does this service promote Welsh language and culture?	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

People are happy with the care they receive and like living at The Willows. Care staff have good relationships with the people they care for and do so with respect and patience. Care documentation is detailed, accurate and reviewed regularly. People are encouraged to make daily choices in how they live their lives and do things that are important to them. They are supported to maintain relationships with family and friends. Medication processes at the service are safe and robust. Care workers receive appropriate training and feel supported and happy working at the service. There are policies and procedures in place for the smooth running of the service. People are cared for in a suitable environment that meets their needs. People have their own bedrooms which are personalised and offer privacy when required. The Responsible Individual (RI) has good oversight of the service and quality assurance monitoring takes place regularly.

## Well-being

People have a voice and are treated with dignity and respect. Care documentation is detailed and reflective of the person being cared for. Personal plans are up to date, detailed, and accurately reflect people's current needs and how best to support them. People are happy in the service and are complimentary of the care team. People are asked for their views on the service and if any improvements can be made. People have choices in a range of activities on offer that aim to promote inclusion and well-being. The RI engages with people when visiting the service and seeks their views as part of quality assurance processes.

People's physical and mental health and emotional well-being is promoted. The service has good procedures in place to manage people's medication and monitor any side effects. Medical appointments are sought and attended as required. The small core staff team know people very well and can recognise any physical or mental health issues quickly. They adapt their approach and source advice from medical professionals in a timely way if required.

As far as possible, people are safe and protected from abuse. Care workers have been through the provider's rigorous recruitment process and are monitored to ensure they are meeting people's needs. All care workers receive support, guidance, and training, and can access policies and procedures to understand their responsibility to protect vulnerable people. The home's safeguarding policy and procedure is in line with current legislation and local safeguarding procedures. The home is safe and well maintained with safety checks completed.

There is a clear management structure in the service. We received positive feedback from the staff we spoke with, who told us they feel valued and supported by the service manager. There are effective systems for monitoring and auditing standards of support and the environment, overseen by the RI.

The Willows provides a comfortable and homely environment that is suitable for people's needs. They are happy with the environment and can exercise choice in relation to their personal living space. People benefit from accommodation that is well maintained and decorated.

## Care and Support

People receive the right care at the right time. Personal plans set out people's care and support needs and highlight any risks to the person's health and well-being. We examined several personal plans and found they are outcome focused and person centred. This means the information recorded in them is specific to the care and support needs of the person. Files contain a social history of each person so care staff can get to know them and their lives before coming to the home. Care workers have built positive relationships with the people they care for and have a good understanding of people's needs. Plans are regularly reviewed to ensure they are up to date and reflect people's current needs. Risk assessments outline people's vulnerabilities and provide information on how to keep people safe. Daily recordings are up-to-date and are used to monitor people's overall health when necessary. A care manager told us "*X is able to achieve many positive outcomes and given opportunities to develop skills*".

There are safe systems in place for the management of medication to maintain people's health. Medication is stored securely in locked cupboards. Medication administration record (MAR) charts are completed accurately. People are supported to attend routine medical appointments, which are documented in their care files. Medical assistance is sought promptly if any issues arise with people's health.

People experience warmth and kindness. We saw care staff treat people as individuals. They are very attentive and respond to people's different needs with appropriate levels of prompting and support. People look relaxed and comfortable in the presence of staff. Staff speak in a friendly, caring and respectful way and people respond positively. People living in the home told us "*I am happy to live here*" and "*I like it here*". When asked about the manager we were told "*He's wicked, he's on the ball*". We witnessed positive interactions during the inspection and saw care staff supporting people in a dignified manner. A relative told us they are "*all lovely*" and "*have his best interest at heart*".

There are consistent staffing levels in place to meet the care and support needs of people living at the service. There is a core staff team who know people well. The staff members we spoke with are aware of their personal responsibilities in keeping people safe and told us they would report any issues of concern. They are aware of the whistleblowing procedure, and said they felt confident approaching the manager if they needed to. Staff told us they had undertaken training in safeguarding and there is a current safeguarding policy for all staff to access and follow.

## Environment

The accommodation is homely, comfortable and benefits from sufficient quality decor and furnishings. We observed the environment to be mostly free of clutter throughout the home. We saw people sitting in the lounge on the ground floor and sitting in the comfort of their bedrooms, which were personalised to their tastes.

The service is secure from any unauthorised visitors and carries out regular environmental checks. On arrival, we were asked to sign the visitor's book and our identity was checked. We saw evidence of ongoing servicing and maintenance checks of all utilities and equipment to ensure these remained safe and fit for purpose. Fire equipment such as alarms and fire sprinklers are checked, however, we discussed with the manager/RI the frequency they are done. People have a PEEP (personal emergency evacuation plan) in place in the event of an emergency. Effective daily cleaning schedules are in place as all parts of the home are clean, tidy and well organised. Window restrictors are in place and harmful chemicals are stored securely. The laundry facilities are suitable to meet the needs of people living in the home.

## Leadership and Management

People can be assured they are cared for by care staff who are safely recruited, well trained and feel supported. The service operates a robust recruitment process. This ensures staff have the right skills and qualities needed to provide care and support to vulnerable people. We viewed a selection of electronic personnel files and found the service completes all the necessary pre-employment checks before offering a potential employee a contract. New employees must complete a structured induction programme where they get the opportunity to shadow experienced members of the team. Staff told us this was useful and it aided their development. One care worker told us it was a “*brilliant*” induction. A rolling programme of training and development ensures care workers possess the skills and knowledge to deliver quality care. Care workers told us they feel fully supported, we discussed with the RI the frequency of supervisions. One care worker told us “*This is the best job I’ve had by far*”.

People can access information to help them understand the care, support, and opportunities available to them. The statement of purpose and service user guide accurately describe the current arrangements in place regarding the service’s accommodation, referral and admission process, and the type of care and support available.

We noted that there have been no complaints since the last inspection. The manager appropriately notifies relevant regulatory bodies and statutory agencies when there are concerns and significant events. We found the communication is effective, open and transparent.

The provider has arrangements in place for the effective oversight of the service through ongoing quality assurance. We saw the last bi-annual quality of care review report was completed in June. This report details feedback from people using the service and care workers. The report gives an overview of the service, analysis of the service for the previous six months and any recommendations of improvement. Three monthly quality monitoring visits and reports are undertaken by the responsible individual.

### 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
N/A	No non-compliance of this type was identified at this inspection	N/A

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
73	The RI is not completing the Reg 73 visits 3 monthly	Achieved



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**Date Published** 11/01/2024