



Inspection Report on

Wilbury House Limited

Kington

Date Inspection Completed

24/01/2023

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About Wilbury House Limited

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Wilbury House Limited
Registered places	3
Language of the service	English
Previous Care Inspectorate Wales inspection	03 August 2022
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 to consider progress made in relation to the priority action notices issued following the last inspection.

People are supported by care staff who are kind and very knowledgeable about individuals' needs. They demonstrate a willingness to make sure people are happy doing things they enjoy and what is important to them.

People are supported to do things they are interested in. Risk assessments are in place to promote people's independence and staff have up to date information about how people want to be supported. Staff are recruited safely, trained and well supported by the management team.

There are improved quality assurance systems in place with good oversight of the service by the management team. This means issues identified are addressed quickly for the continued improvement of the service.

Well-being

People have the support they need to make decisions about their day to day lives. Risk assessments support positive risk allowing for people to do things they enjoy. Information about what people can expect from the service has improved as well as information about how people can raise a concern if they wish to.

People are supported to manage their physical and emotional well-being needs. Staff support people to do things they enjoy and to maintain contact with people who are important to them. They are supported to develop and maintain life skills including domestic chores within the home. Health services are accessed in a timely way to help people support their health and well-being. Measures are in place to make sure people have their prescribed medication when they need it.

People are supported to remain as safe as possible. Staff have training and one to one meetings with their line manager. Policies and procedures have been updated to make sure staff have up to date information to guide them. Risk assessments are in place where a risk to people's well being has been identified. Deprivation of Liberty Safeguards are applied for appropriately in people's best interest.

People live in accommodation which suits their needs. There is a programme of redecoration in place and includes works to make the outside space more accessible and safer for people to use independently.

Care and Support

People are supported to do things they enjoy. We saw good, relaxed interactions between people with positive relationships formed between individuals and the staff who support them. They are supported to do things they are interested in. We saw photographs of some activities people have been involved in. They look happy and were clearly enjoying themselves. Risk assessments are in place so people can take positive risks to promote their independence. People are supported to maintain contact with family members and people important to them.

Personal plans are detailed and contain good information for staff to know how the individual wants to be supported. People, their family and the placing authority are involved in reviewing the personal plans. The management are in the process of reviewing and updating the plans to make sure they evidence people's personal outcomes and how they want to achieve these. This will be considered in full at the next inspection.

People are supported to manage their health needs and to keep people as safe as possible. Measures are in place to make sure medication is managed well. Improvements made to benefit people include increased audits of the medication and a review of the medication policy. Staff have regular medication training. They make contact with health and social care professionals when needed and support people to attend medical appointments. Systems are in place to make sure Deprivation of Liberty Safeguard Authorisations are in place, where needed to support people's rights and to keep them safe.

Environment

We did not consider this theme in full at this inspection. However, we saw a new audit system has been implemented so any issues with the environment can be identified and address quickly. The manager told us works following a visit from the fire officer have been completed.

There is a programme for redecoration of the home. The living room has been redecorated since the last inspection along with hallway. Plans are in place to redecorate other parts of the home.

We saw works to the outside of the property, to make it more accessible and safer for people is in progress. Some trees and bushes have been cut back to make this a more accessible space. This will be considered in full at the next inspection.

Leadership and Management

Improvements have been made to the information available to people. The statement of purpose and guide to the service have been updated and contain up to date information about the service. Policies and procedures have been reviewed to make sure they are relevant and reflect current legislation and good practice. Information about the process to follow if you want to raise a concern is clearer for people to follow.

People are cared for by staff who receive training relevant to their role. They told us they feel very well supported by the management team. Staff meetings take place regularly, but staff told us the management are approachable at any time if they need any help or advice.

Recruitment practices have improved to help keep people as safe as possible. Records seen contain the required information to show relevant checks take place to ensure staff are suitable for the role before they start work.

There is an improved audit system in place to help identify issues so they can be addressed in a timely way. Weekly checks of all aspects of the running of the home take place and help to inform the quality assurance reports. The responsible individual has very good oversight of the service and visits regularly.

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
35	The service provider has not carried out the required recruitment checks on people before they commence employment.	Achieved
19	The guide to the service does not contain the information required in regulations.	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
15	Personal plans do not evidence people's involvement in agreeing personal outcomes they want to achieve.	Reviewed
44	The external grounds needs work to make them suitable and safer for people to use.	Reviewed
16	People, their representative and where applicable the placing authority are not involved in reviewing personal outcomes.	Achieved
7	The statement of purpose does not contain all the required information as set out in regulations	Achieved
79	Policies and procedures are not kept up to date	Achieved

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