



# Inspection Report on

**Ashgrove**

**Barry**

## **Date Inspection Completed**

30/07/2024

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## About Ashgrove

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	The Cedars Care Services Ltd
Registered places	3
Language of the service	English
Previous Care Inspectorate Wales inspection	18 January 2023
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

### Summary

People receive good care from dedicated care staff who treat people with kindness and patience. Care staff levels are good and ensure that people do not wait for the care they need. Care documentation clearly outlines people's needs and how they are best met. There are risk assessments in place where required and all documents are kept under review. Medication processes are safe and people have access to health and social care professionals when needed. People are encouraged to do things they enjoy and maintain relationships with friends and family.

Care staff attend training appropriate to their roles and feel well equipped to do their jobs. Care staff enjoy working at the service and feel well supported by the management team. The Responsible Individual (RI) visits the service in line with regulatory requirements and has good oversight of the service. There are policies and procedures in place for the running of the service and regular quality assurance monitoring takes place.

People live in a safe and suitable home but the environment requires some cosmetic redecoration throughout. People have their own bedrooms which are warm, clean and comfortable.

## Well-being

People are treated with dignity and respect. Care staff understand the needs of the people they care for and show patience and kindness when delivering care. People appear clean, well dressed and content living at the service. People are supported to live their lives in their preferred way and to do things that matter to them. The RI visits the service regularly and engages with people using the service. Quality assurance processes seek the views of people using the service and/or their representatives. There are policies and procedures in place including a complaints policy if people are unhappy with the service. Applications are made to the Deprivation of Liberty Safeguards (DoLS) team when required which ensures that placements at Ashgrove are legal where people lack the mental capacity to make decision around their care and accommodation needs. People live in a suitable environment which requires some cosmetic redecoration and have their own bedrooms for personal space and privacy.

People get the right care without delay. Personal plans of care focus on people's individual goals and outline what support is required to achieve these goals. Information within the plans is thorough, robust and reviewed regularly to ensure it is correct and any changes are captured. People have access to health services without delay and attend medical appointments when required. Medication processes are safe and robust and delivered in a person-centred way. Care staff levels at the service are consistent which ensures good continuity of care is delivered. Care staff are happy working at Ashgrove and receive appropriate training and support to undertake their roles effectively.

People are protected from harm and abuse. Ashgrove has a robust safeguarding policy in place which has recently been updated to include additional guidance for care staff. All staff receive training in safeguarding adults at risk of abuse. Safeguarding referrals are made to the Local Authority when required and monitored closely by the RI during monitoring visits. The building is well maintained and free from hazards. Safety checks are completed correctly and fire safety is taken very seriously. Care staff recruitment is safe and robust as pre-employment checks are completed correctly. There is a system in place to renew Disclosure and Barring Service (DBS) certificates when necessary.

## Care and Support

People get the right care at the right time. Care staff levels at the service are good and ensure that people do not wait for the support they need. Care staff have a good understanding of people's needs and can anticipate the needs of people who cannot communicate their own needs. Ashgrove has a stable and consistent care staff group who have built good working relationships with the people they care for. Personal plans of care outline people's needs and how they are best met. They are supported with risk assessments where required and are kept under review. These documents are important as they guide care staff on how to care for people correctly. People have access to health and social care professionals when required and any advice or guidance is added into personal plans of care. Medication processes are safe and robust. Medication is stored securely and administered safely in line with prescription. Medication administration Record (MAR) charts are in place and contain all required information including a picture of the person receiving the medication. Charts are signed correctly when medication is administered.

People are supported to have choice and control. People have their own personal daily routines and choose when to get up in the morning, when to go to bed at night and how they spend their time in between. People have individual activity plans in place and do the things that matter to them. Care staff are familiar with people's likes and dislikes and are available to support people within the home and the wider community. We were told that people go on holidays in the UK and abroad, attend concerts around the UK and attend closer community activities of their choice. Visitors to the service are welcome and people are encouraged and supported to maintain contact with friends and family. Where possible people and/or their representatives are part of assessment and review processes and their views and preferences are added into personal plans of care. People have access to a good selection of meals, snacks and drinks. Food menus are prepared in advance and consider people's personal preferences, likes and dislikes. Care staff also encourage people to eat a healthy balanced diet.

## Environment

People live in a home that is suitable to meet their needs. Ashgrove is located in a residential area of Barry that benefits from good transport links and local amenities. The home is set over the ground floor only and has been fully adapted to meet the needs of people using wheelchairs and walking aids. There is suitable flooring and space that ensures that people can move around independently without restrictions. There is ample communal space for people to enjoy social time together including a well-maintained outdoor space with furniture and shelter. The home is warm, welcoming and clean but does require some cosmetic redecoration throughout. We did not detect any malodour on the day of inspection. All bathrooms and toilets are clean and in good working order and have suitable equipment in place for people to access facilities safely. People have their own bedrooms which are clean, spacious and decorated to individual taste. We saw that bedrooms contain people's personal belongings and have been made as homely and comfortable as possible. Care staff respect people's bedrooms as their personal space and opportunity for privacy.

People can be assured they live in a safe environment. On arrival to the service, we found the main entrance secure and our identification was checked before we were permitted entry. We were asked to sign the visitors book which indicates that visitors to the service are monitored closely. We did a tour of the building and found evidence of good cleaning regimes and hazards have been reduced as far as practically possible. Window restrictors are in place and harmful chemicals are locked away safely. The building is well maintained and safety checks including gas and electricity testing take place within legal timeframes. Serviceable equipment such as hoists and slings are serviced regularly to ensure they remain safe for use. There is a fire risk assessment in place and all residents have a Personal Emergency Evacuation Plan (PEEP) which guides care staff on how to evacuate people in the event of an emergency. Fire alarms are tested weekly and fire drill take place regularly.

## Leadership and Management

People benefit from the leadership and management in place. Ashgrove benefits from an RI with good oversight of the service and a manager who is registered with Social Care Wales, the workforce regulator. The RI visits the service in line with regulatory requirements and completes a report to support each visit. Regular quality assurance monitoring takes place and seeks the views of people using the service and/or their representatives. We saw extremely positive feedback from a family member that described the care staff as *“wonderful, exceptional and totally dedicated.”* Quality assurance monitoring indicates that the provider is committed to delivering a quality service and making improvement when necessary. There are policies and procedures in place for the running of the service and to guide care staff of what is expected of them. There have been no complaints received at the service since the last inspection. Referrals are made to the Local Authority safeguarding team when required and the regulators are notified of incidents as required within the regulations.

People are supported by care staff who are well trained and safely recruited. Care staff receive training appropriate to the roles they undertake and have the skills needed to care for people correctly. Care staff are happy working at the service and speak highly of the manager. One staff member said, *“I love working here and enjoy the job a lot,”* another staff member said, *“I am really happy here and have no issues at all.”* All care staff receive a formal supervision in line with regulatory requirements. Supervision is important as it is an opportunity for any practice issues or needs to be discussed in a setting that is recorded. We examined a selection of care staff personal files and found that they contain the required information. Pre-employment checks including references and DBS certificates are applied for prior to employment commencing. These checks are important as they determine a person’s suitability to work with vulnerable people. Where required all care staff working at Ashgrove are registered with Social Care Wales, the workforce regulator.

### 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.

### Area(s) for Improvement

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A



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