



Inspection Report on

Ash

Denbigh

Date Inspection Completed

18/04/2024

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About Ash

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Mental Health Care (Highfield Park) Limited
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	24 June 2021
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

Relatives told us their family members are happy and they are pleased with the person-centred care and support they receive. Comments include *“really, really pleased, can't be in a better place”* and *“Fantastic don't want them to go anywhere else”*. People are involved, have control and are able to make choices about their lives now and in the future.

Independence is promoted and there are plenty of activities and opportunities for people to experience different things and achieve their goals. Professionals told us *“They do demonstrate good person-centred work”* and *“The interactions with our individual are very positive and person centred”*.

People are supported by staff who are well supervised and trained to carry out their roles and responsibilities effectively. Relatives are complimentary about staff, comments include *“Lovely people, mean that with all my heart”*.

There are many systems and processes in place to ensure there is good oversight of the service. The responsible individual (RI) visits Ash to look at any areas to further improve service delivery. Management meetings and focus groups consider ways to continually raise standards and further enhance people's lives.

Well-being

People have control over their day to day lives. They are able to make their own choices and decisions about what they want to do each day and are involved in what happens in their home. Staff offer person centred support, recognising and valuing people's individuality. Staff told us *"The privacy, dignity and rights of the residents are respected at all times"*. There is a strong focus on communication with passports and visual aids to help people understand what is going on and meet their needs effectively. We discussed the active offer of Welsh with the RI and manager who told us about documentation that has or is being currently translated.

Peoples' physical, mental health and emotional well-being needs are met. Personal plans are very detailed. They include a booklet about *'My diagnosis'* explaining what this means for people and the support they want from staff. Plans include easy read information for people to know what medication they are prescribed, what it is for and any side effects. Staff know people very well; notice small changes and are proactive in seeking advice and support at an early stage. People are successfully accessing health services and receiving treatment because of the right support and approaches used by staff. Professionals told us how well people are supported with managing their sensory needs and autism, commenting it is *"amazing"* and *"progressed really well under their care and is thriving"*. Relatives are involved, included and told us they are *"Made to feel welcome there when I go and have a cup a tea"* and they are sent cards from their loved ones and photographs.

People are protected from harm. Staff receive training in safeguarding and there is a policy in place. Approaches are in place to ensure consistency and continuity and reduce risks. Professionals commented on reductions in incidents with the staff support provided. Information about speaking up and raising complaints is accessible for people and staff to see. Relatives commented *"Can approach with any issues and they listen"*. Professionals said *they "will email or contact about any incidents or concerns"*.

People live in a home which meets their needs. They are involved in making choices about what colour they want their rooms painted as well as other areas in the home. Rooms are personalised to varying degrees depending on people's preferences. Consideration has been given to colour schemes, noise reduction and furniture within the home based on research.

Care and Support

People have personal plans which are up to date. Plans include important information for staff to be aware of and record all those who have been involved in the process.

Professionals commented *“The care plans are well maintained and updated regularly”*.

Reviews are carried out with any changes updated in plans and communicated with the staff team. Professionals told us *“They invite us for 3 monthly reviews with family, provide a thorough review information pack which is very helpful”* and *“they are very good at communicating and keeping us updated on progress for the individual”*.

People are provided with the quality of care and support they need through a service which consults with them and considers their personal wishes and risks. Professionals told us

“They always keep us and family up to date” and relatives commented they *“Keep me informed and involved, tell me or phone up”*. Plans contain people’s preferences and very specific routines to ensure these are followed correctly by all staff. People have meetings

with their key workers to discuss any issues or goals they want to work towards. Activities take place each day which are highly flexible depending on how people are feeling.

Relatives told us there are loads of activities going on including college, badminton and swimming. Short and long-term goals are set, monitored and reviewed. The manager told us about positive examples of people trying new things for the first time. This includes going out for meals in different restaurants, using public transport, day trips out and attending appointments. People are encouraged to increase their skills and independence, for example making drinks and cooking for themselves and the people they live with.

Approaches and strategies are in place which are proactive with staff providing support to people at an early stage and reducing risks.

The service has safe systems for medicines management. Medication is well organised and stored with clear processes in place for staff to follow. Internal and external medication audits are completed. There is a medication policy and staff receive training with competency assessments completed. The manager is part of a focus group looking at medication.

The service promotes hygienic practices and manages risk of infection. There is an infection control policy in place and staff receive training on this. Audits are also completed to identify any issues. Personal protective equipment (PPE) is available for staff.

Environment

People live in a service which meets their needs. Attention has been paid to how the home is decorated with research carried out on colour schemes, noise reduction and furniture. The manager spoke about researching sensory equipment and their plans to introduce more sensory items such as fabrics and fidget boards. Pictures, labels and signs are displayed to orientate people so they know what is happening and where. People's own rooms vary depending on their personal preferences, interests and sensory needs. Two lounges provide places for people to socialise with each other and staff as well as a quieter space. People have a say in how their home looks and they help pick colours for different rooms. New items are introduced slowly with alternative options considered to ensure Ash looks homely. Staff comments include "*The home is warm and welcoming*". A pleasant outdoor area is available for people to use which affords them privacy and provides lovely views. There are plans to further enhance this area.

The service provider identifies and mitigates risks to health and safety. The home is in a good state of repair and consideration has been given to ensuring more robust and practical furniture is purchased which can be easily replaced if needed. A range of different audits are completed to identify and address any issues including health and safety. Fire checks are made and evacuation drills are carried out. Each person has a personal emergency evacuation plan (PEEPs) in place which is tailored to them in case of an emergency. There is a storage building in the garden which contains people's dressing gowns and slippers to provide some comfort to them if they are stood outside in the cold or at night.

Leadership and Management

People are supported by staff who are recruited, supervised and trained to carry out their roles effectively. Staff files contain the necessary information including disclosure and barring service (DBS) checks. Staff receive supervisions, appraisals, face to face training and attend team meetings. Staff told us they feel valued and supported and there are opportunities for them to learn and develop in their roles. Staff commented *“There are lots of opportunities to progress and the team morale is great”* and *“The company provides excellent training and development programs, allowing staff to gain valuable skills and advance their career”*. Professionals commented *“The staff come across as they enjoy their work”*. Relative’s comments include *“very impressed, staff are really good”*, *“work really hard”*, *“absolutely fantastic”* and *“absolutely brilliant can’t fault any of them”*.

Governance arrangements are in place to ensure good quality care and support is provided for people. The RI completes three and six-monthly visits to Ash to identify what is working well and any improvements needed. The manager feels well supported by the RI and is able to contact them and other managers for any help and advice. Staff comments include *“Management is very helpful, supportive, open and honest”* and *“There is a team spirit among my colleagues and a seamless communication between the managers and the staff”*. Professional’s commented *“I have always and continue to find the managers and staff at Ash very professional in their role”*. Management meetings are held to share ideas and information, research, lessons learnt and best practice. The manager for Ash attends two focus groups looking at people’s outcomes and medication.

A positive culture is promoted and the company’s values are on display in the service. Managers and staff are valued, their strengths are recognised and they actively contribute to improving the service. The manager spoke about how they help and encourage staff members to progress into more senior positions. Autism accreditation has been achieved by the service and they continue to take on board any recommendations to further raise standards. Professionals told us *“My experience with them has always been positive”* and *“have had a really positive experience of their service”*. Staff told us there is *“A positive work environment supportive and positive team atmosphere where colleagues collaborate well and management is approachable”*.

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

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
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N/A	No non-compliance of this type was identified at this inspection	N/A
44	Environment and external grounds	Achieved
36	Supervision and appraisal	Achieved

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