



Inspection Report on

Newton Care Home

Newton Care Home

280-288

New Road

Porthcawl

CF36 5PL

Date Inspection Completed

09/05/2024

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About Newton Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	breaksea residential homes ltd
Registered places	35
Language of the service	English
Previous Care Inspectorate Wales inspection	1 June 2023
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

People receive care and support from a friendly and caring staff team. There has been a new team leader and senior carer recruited since the last inspection who have made improvements in the organisation of the home and the processes staff follow. An activities co-ordinator is due to start at the home to build upon the activities and engagement care staff provide to people throughout the day. Personal plans have been updated to include more relevant information but are still not being reviewed in a meaningful way. Infection control practices are more robust. Medication practices have been improved and external health professionals are referred to when needed. Care staff work well together and feel supported by the team leader and manager.

There needs to be additional training completed to ensure staff have knowledge and skills relevant to the needs of the people they are supporting. The manager requires support from the Responsible Individual (RI) to prioritise completing their managerial qualification and registration with Social Care Wales. The quality of care being provided by the service is monitored.

Well-being

People are supported to make choices about their day-to-day care. We observed people moving freely around the home throughout the day as they wished, being encouraged by care staff to use the outside space to be in the sun. We saw care staff help people who wanted to stay outside to apply suncream. Interactions between care staff and people living at the home were friendly, and staff demonstrated they knew individuals' likes and dislikes. At the time of the last inspection, the home was sharing an activities co-ordinator with their sister home, however a new activities co-ordinator has been recruited that will work three days per week only at Newton. This will build on the engagement and stimulation that care staff provide to people throughout the day. One person told us, *"There's not lots to do here but we do have the tuk tuk bikes every week and they throw us parties. When they throw a party, it's always a good one"*.

The manager and team leader refer to external health professionals when needed to support people's physical and mental health. We saw visits from a district nurse and occupational therapist during our inspection. There are records of appointments with GPs, dieticians and other outpatient clinics. The team leader has updated personal plans since the last inspection to include more relevant health information, however reviews need to be done differently to ensure any events associated to health needs are analysed. Medication is stored safely and administered as prescribed. The team leader has better organised the medication room and made the processes for booking medication in and returning unused medication more streamlined. They were able to competently discuss the process with us. There is a medication policy in place at the service.

The service has measures in place to protect people from abuse and harm. There is a safeguarding policy in place at the service, and safeguarding training has been completed by staff. Incident and accident reports are kept and audited for any themes or patterns to determine if action needs to be taken to minimise future risk. The manager confirmed she looked at all incident reports and would discuss with the safeguarding team if needed.

The environment supports people's wellbeing. There have been improvements in infection control processes since the last inspection and some additional environmental checks are now being completed. The kitchen and laundry have working equipment and all staff told us that repairs and replacements for equipment are organised promptly.

Care and Support

People mostly gave positive feedback about the care they receive at Newton Care Home. They told us, *“The staff can’t be beaten, they are absolutely brilliant”, “sometimes we could do with more staff if there’s a big party like yesterday but on a normal day there are enough of them”* and *“[manager] is easy to talk to about anything and you know what you say to her will stay with her”*

During our inspection visit, we observed a calm atmosphere in the home and saw care workers interacting with people in a friendly and positive way. People seemed unhurried by care staff and were treated gently and with respect.

At the time of the last inspection, people’s personal plans did not always contain the information required to ensure care staff were able to give them the right care at the right time. At this inspection, we saw that the team leader had updated all the personal plans to improve their content and ease of use, although this is a work in progress. Basic risk assessments are completed and updated to identify areas where a person’s individual safety is at risk. Reviews of personal plans remain an area for improvement from the last inspection as these are still not being done in a meaningful way. We discussed with the manager and the team leader how to complete reviews to ensure events that are relevant to a person’s care needs are analysed and changes made to care are recorded. While no immediate action is required, this is an area for improvement and we expect the provider to act.

People are offered a choice of food, and kitchen and care staff are knowledgeable about people’s dietary requirements. Kitchen staff have done a lot of work in the organisation and running of the kitchen and their latest food hygiene rating is 5 (very good). We observed the lunchtime experience to be calm, with care staff talking to people and making sure they had everything they need. People seemed happy with the food on offer,

Environment

Newton is a large home with a variety of communal areas that can be used for different activities. They have themed rooms, such as a 'pub' room and 'cinema' room, with lots of potential for socialising and activities. There is also a quiet lounge that can be used for visitors, as well as the main lounge and dining area. There is accessible outside space that people were being encouraged to use during our visit. People's bedrooms contain their personal belongings and the things that matter to them are on display.

Health and safety matters are considered at the service. Since the last inspection, legionella testing is now completed by domestic staff. The home has fire safety checks from an external contractor and complete regular fire drill simulations, but in house fire alarm and emergency lighting tests need to be done more consistently. People have Personal Evacuation Plans that can be accessed in the event of an emergency. Infection control measures have been improved, including the process for collecting soiled laundry and disposing of clinical waste. We spoke to kitchen, domestic and laundry staff who all confirmed that they had enough supplies, and all equipment was in good working order.

Leadership and Management

People are supported by staff who are subject to sufficient recruitment and vetting processes. We sampled several staff personnel files and found they contained all the required recruitment information and confirmation of Disclosure and Barring Service (DBS) checks. A recently recruited staff member was waiting for their DBS to be returned before they started in their role. The care staff we spoke to during our inspection visit said they like working under the manager and team leader and felt morale in the team was good. They told us, “[team leader] is very organised, the staff are tidier, more methodical, it makes a difference to the team”, “I like it here so far, [manager] is good and helpful” and “I feel like it’s improved a lot since last year”.

Care staff receive regular support and monitoring through supervision sessions, but there are gaps in staff training that need addressing. Supervision sessions are one to one meetings between care staff and either the manager or the team leader to talk about care practice and any development needs. These are being completed consistently, but their frequency could be increased. The manager also operates an open door policy for staff to raise any issues. Not all staff have completed training that is essential to understanding the needs of the people they support. Although staff show good knowledge of individuals, this training is essential for them to have the knowledge and skills to underpin their practice. We discussed the training areas that need to be prioritised with the manager and RI. This is an area for improvement and will be followed up at the next inspection.

There are systems in place to support the running of the service. There are policies in place to underpin practice and be used for guidance by staff if needed. Incidents and accidents are recorded and audited for patterns and trends. The staff team is sufficient and agency staff are rarely used at the moment. There is evidence of Deprivation of Liberty Safeguard applications being made when people’s liberty may be restricted as part of their care plan.

The RI has oversight of the home but needs to prioritise monitoring the manager’s completion of their required qualifications. At the time of the last inspection, the manager had recently been promoted internally but had yet to complete the NVQ level 5 vocational qualification for social care managers. They are not able to be registered as a manager with Social Care Wales, the workforce regulator, until this is completed. At the time of this inspection, the manager was still working on this qualification. Although the manager of the sister home provides regular consultation and support, not having a qualified manager in post is an area for improvement and will be followed up at our next visit. The RI visits the home regularly, and the manager told us they have a good working relationship which they feel benefits the running of the home.

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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36	Staff need to complete training essential to the needs of the people they support.	New
68	The manager has not completed NVQ level 5 and therefore is not formally qualified or registered with SCW as a manager.	New
16	Personal plans and risk assessments require regular review to ensure they contain relevant and accurate information.	Not Achieved
15	People's personal plans should outline how their current needs should be met on a day to day basis.	Achieved
56	Potential risk of illness or cross contamination from insufficient infection control practices	Achieved

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