



Inspection Report on

Abbey Dale House

**Abbey Dale House
61 Princes Drive
Colwyn Bay
LL29 8PW**

Date Inspection Completed

10 July 2024.

10/07/2024

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About Abbey Dale House

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	ECH COLWYN BAY LIMITED
Registered places	29
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first post registration visit for this provider.
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 living in the home say staff are kind and the food is good. The provider purchased the home in 2023 and work is currently in progress to maintain and refresh the environment. Many improvements are required to the environment to ensure good standards for people living in the home. The home is currently trying to recruit a manager, nurses and an activities person, contingency strategies are required to ensure the home is sufficiently staffed moving forward and to meet legal requirements. We identified additional areas where the provider is not meeting the legal requirements including, standards of personalised care and the provision of robust personal plans for people which give clear instruction to staff regarding people's care and ensuring clear communication between staff and people to ensure people are heard. The provider is working closely with authorities to ensure standards are raised for people living in the home.

Well-being

People cannot be assured of living in a home which always supports their desired outcomes and well-being. People can personalise their rooms with items of importance to them. Improvements are needed to raise the hygiene and cleanliness of the home in areas to provide a pleasant, homely environment for people. The home's décor needs to be refreshed and maintenance is required inside and outside the home. The Responsible Individual (RI) has assured us that plans are underway to improve the environment and provide a larger dining space for people to have a better dining experience. Adverts are in place to recruit staff to key roles including a manager and activities person. There is currently a reliance on agency nurses meaning continuity of care cannot always be assured. People spoken with said they are not always familiar with the nurses giving them care. There are no organised activities in the home at present and some people spoken with said they are bored. One person spoken with said they are happy with the care in the home and had no concerns. Other people spoken with said staff are kind, however, there is sometimes a language barrier with staff and people said they do not feel heard or understood and their requests for care are not always met. People are not invited to contribute or sign their personal plan of care as able and plans are contradictory and not always person centred. Personal plans do not always reflect people's choices or preferred routines. Not all staff could describe the local safeguarding referral system which is in place to ensure people's rights and keep them safe.

Care and Support

People cannot always be assured of continuity in care or being cared for by staff who are familiar to them. The provider has adverts out to try and recruit key personnel for the home. The service is working closely with health authorities to improve practices, we saw that medicines storage and administration has improved and protocols are in place to support staff in their practice. People cannot always be assured of accessing appropriate equipment for their care or that it has been risk assessed for them to use it safely. People told us of communication difficulties with staff meaning their requests for care are sometimes unmet. This is placing people's health and well-being at risk, and we have therefore issued a priority action notice. The provider must take immediate action to address this issue. People largely liked the food, although choices on the menu are limited, one person told us the food is always cold by the time they receive it. The care given to people does not always match people's personal care plans. It is not clear if staff have full comprehension of the safeguarding process and when it is appropriate to refer incidents. This is placing people's health and well-being at risk, and we have therefore issued a priority action notice. The provider must take immediate action to address this issue. People's personal plans are reviewed monthly. Information in care plans is sometimes contradictory posing a risk for staff giving inappropriate care if the information is incorrect. Personal plans are not always centred around the person receiving care, their personal preferences and desired routines. Plans are clinical and would benefit from more personalised details regarding people receiving care. Further detail is required in people's risk assessments and capacity assessments to evidence people have been assessed in a robust way to ensure their safety. This is placing people's health and well-being at risk, and we have therefore issued a priority action notice. The provider must take immediate action to address this issue.

Environment

People can be assured that some action has been taken to improve the environment in the home, however, much work remains outstanding to provide a pleasant, homely atmosphere for people living in the home. The RI has assured Care Inspectorate Wales (CIW) that work is ongoing to address issues such as replacing broken furniture, the need for deep cleaning in some areas of the home and clean flooring in bedrooms and corridors. Outside spaces need to be addressed to provide pleasant views and outside seating for people. Work has started in some bedrooms to refresh the décor and replace flooring. The dining provision in the home does not meet the needs of people living in the home, and that which was promised in the Statement of Purpose, or legislation requirements and needs to be addressed as a matter of priority. This has been identified as an area for improvement and CIW expects the provider to take action. Utility checks are up to date and certificates were presented upon request as were fire safety checks.

Leadership and Management

The RI visits the home regularly and produces visit reports and quality reports as required by legislation. There are key positions in the home which need to be filled including a manager. The service has a heavy reliance on agency staff which is impacting on the continuity of care for people. Some gaps were noted in staff training and a lack of competency testing/ spot checks to ensure staff use best practice when caring for people. The service relies on one housekeeper with no cover for their absences or leave, this impacts on the cleanliness of the home. Staff members spoken with are happy to be working in the home and feel they can access support if they need it. Staff recruitment files evidence there are checks in place to ensure staff are appropriate to work with vulnerable adults. Some staff have student visas and contracts, others have time limited visas to work in the United Kingdom. There are no clear contingency plans to ensure the staff numbers will remain appropriate for people's care in the event of staff leaving. This is placing people's health and well-being at risk, and we have therefore issued a priority action notice. The provider must take immediate action to address this issue.

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
34	The provider is to ensure sufficient numbers of staff who are appropriately experienced and trained to give consistent care to people. The provider is to ensure a management team of sufficient experience and qualifications runs the service and that there are contingency and succession plans in place to ensure the home is sufficiently staffed and managed in the future. This is required to gain compliance to The Regulation and Inspection of Social Care (Wales) Act 2016.	New
15	People's personal plans are generalised and contain contradictory information. The personal plans files are large and unwieldy and make ascertaining information regarding the person's care difficult. The plans are not person centred and are problem focused, people are not included in planning their care or counter-signing their care plans. The provider is required to ensure	New

	personal plans are person focused, are user friendly, that people are collaborative in their care as able, and that plans contain correct information regarding people's care in order to be compliant to The Regulation and Inspection of Social Care (Wales) Act 2016.	
21	People receive routine orientated care that is not always person centred. Some of the people cared for feel they have no voice or control over their care. There are gaps in holistic, safe care giving that need to be addressed. The provider needs to address the issues identified to provide safe, collaborative and holistic care to people to enable compliance to The Regulation and Inspection of Social Care (Wales) Act 2016.	New
24	The provider has not ensured people can have clear communication in their language of need and choice. The provider is required to support staff to have confidence and realise the importance of clear communication in people's language of need and choice.	New

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
44	The environment requires maintenance, provision of adequate equipment, and deep cleaning in order to provide an appropriate, pleasant atmosphere for people and in order to be compliant to The Regulation and Inspection of Social Care (Wales) Regulations 2016.	New

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