



# **Inspection Report on**

**Picton Court**

**200 West Road  
Porthcawl  
CF36 3RT**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

**Date Inspection Completed**

**10/01/2025**

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## About Picton Court

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Hafod Housing Association Ltd
Registered places	76
Language of the service	Both
Previous Care Inspectorate Wales inspection	21/06/2023
Does this service promote Welsh language and culture?	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

People and their relatives are very happy with the care and support they receive and the environment they live in. They are cared for by a team of workers who are effectively led by an experienced manager and motivated senior staff. Thorough personal plans are kept up to date and provide a detailed overview of who people are. Care workers provide people with timely support and complete care recordings to a good standard. People's rights are promoted as nurses and care workers support them in the least restrictive way. They understand what is important to people and anticipate their needs and wishes well. External entertainers visit the home to engage people in music and singing and various other activities to enhance their well-being. People are encouraged to personalise their own bedrooms and communal areas are light and airy and nicely decorated. There are robust procedures in place to maintain the building, equipment and grounds to ensure all is in good state of repair and safe for people. Staff receive highly effective training and support to undertake their roles. The responsible individual (RI) visits the service regularly and has effective oversight.

## Well-being

People have choice and control as far as practically possible. People or their advocates are fully involved in care planning and the review process. Their personal preferences are detailed in personal plans of care. This ensures people receive excellent person-centred care and support. People have their own personal routines and engage in activities of their choice within the service and the community. Seasonal events and special occasions are celebrated, and overall people have things to look forward to. The RI engages with people using the service and seeks their views as part of quality assurance processes.

The service considers people's physical and mental health. People are supported by nurses and care workers who know them well and seek medical assistance quickly to support them appropriately when required. Routine appointments and timely referrals ensure people remain as well as they can be. Appropriate numbers of staff support people to receive the right care at the right time. Personal plans identify people's health needs and any potential risks to their well-being. People told us they feel happy and well cared for within the service and have positive relationships with staff. Nutritional needs are considered and well met.

There are systems in place helping to safeguard people from harm and abuse. People are cared for by a safe, skilled workforce as the service recruits and trains staff appropriately. A rolling programme of training and development is provided so care workers possess the skills and knowledge to deliver quality care. Medication is stored and administered safely as prescribed. The home's equipment and facilities are routinely serviced and inspected to ensure they remain safe for use. Thorough governance arrangements give the management oversight of incidents, accidents, and safeguarding matters.

People's well-being is enhanced by the suitable decor, appropriate furnishings, warm, secure and safe living environment. People can spend time in their own bedrooms or in the home's pleasant indoor and outdoor communal areas. People's bedrooms are personalised and have en-suite facilities for them to use. There are suitable arrangements in place for the staff team to report any maintenance issues/repairs so these can be addressed.

A good standard of hygiene and infection control is being maintained to reduce risks of cross infection with people encouraged to participate in cleaning and household tasks. Care workers can access personal protective equipment (PPE) easily and we saw good supplies available at the service.

## Care and Support

People benefit from an excellent standard of care and support. A person-centred approach to care planning ensures people are central to the care and support they receive. The service's pre-admission process and documentation considers individuals' care and support needs. We looked at people's electronic care files and saw they provide pro-active and up to date clear information on the individual's needs. Personal plans are developed with the person or their representative. They highlight people's outcomes and provide care workers with clear instructions regarding care delivery. Robust risk assessments and management plans identify people's vulnerabilities and give care workers guidance on interventions that will keep people safe. A visiting health professional told us "*All residents look well cared for and are happy*" and "*It's great here*".

Robust arrangements are in place for storing, ordering, and administering medication which is stored securely. The service has a policy and procedures in place to support the safe handling of medication in line with current best practice guidelines. We found medication is managed well in the service. Management complete comprehensive and frequent audits of the medication process in order to identify any patterns and trends. The service promotes hygienic practices and effectively manages infection prevention and control procedures. Nurses and care workers have access to personal protective equipment (PPE) to ensure they work within the services' infection prevention and control policy.

Strong arrangements are in place to protect people from harm and abuse. A safeguarding policy is in place, which follows the Wales Safeguarding Procedures. Care workers understand the policy and have completed safeguarding training. They are aware of their responsibilities to report any concerns they may have regarding the people they support. Both nurses and care workers confirm they feel able to raise any concerns with the manager, and they are confident they would be listened to. Deprivation of Liberty Safeguard (DoLS) authorisations are sought where people lack mental capacity to make decisions about their care and accommodation. A visiting DoLS's assessor told us "*They understand DoLS and the paperwork is good*". When asked if they felt safe people told us "*Yes I do*", "*Yes I feel safe*" and "*I have never felt unsafe*".

People receive excellent support when they need it. There are good staffing levels for each shift, with a lot of staff having worked at the service for a sometime. This supports good continuity and enables staff to know people very well. Nurses and care workers respond quickly to call bells and any requests of help where possible. People told us "*They come quickly*", "*I'm happy here*", "*This place is unbeatable*", "*I can't speak highly enough of the staff*" and "*They take a great deal of time to keep us out of trouble*". Relatives said, "*We are very fortunate to find a home of this quality*" and "*I would recommend this place to absolutely everyone*".

## Environment

The service has systems in place which ensure the home, and its facilities are safe. We looked at a range of documentation that relates to health and safety and the maintenance of the service. The information provides a detailed overview of a rolling programme of safety checks, servicing and maintenance of the home's equipment and facilities. Effective and efficient fire procedures, testing and training are in place to protect people. Records confirmed fire alarm tests take place regularly. People living in the home have a personal emergency evacuation plan to guide staff on how to support them to leave the premises safely in the case of an emergency. We saw window restrictors are in place and substances hazardous to health are stored securely. The home has a rating of five from the Food Standards Agency which means food hygiene standards are 'very good'.

People are supported in a comfortable environment which supports their well-being. The home is set over two floors with lift access to the upper floor for people who have mobility difficulties. There are communal areas where people can interact with each other and take part in activities. We observed people in communal areas, they appeared comfortable and relaxed which suggests they are happy with the environment. There are sufficient toilet and bathroom facilities throughout the service and there is specialist equipment such as hoists available for those who need it. People spoke enthusiastically about their bedrooms and the items of importance to them which were evident, promoting their lifestyle and choices. One person had a 'chandelier' light fitting in their room, at their request. The housekeeping team maintain good levels of cleanliness and hygiene throughout the home. Laundry and kitchen areas are clean, organised and well maintained. When asked about the cleanliness of the home people told us "*They always keep it clean*" and a relative said "*Can't fault it*".

## Leadership and Management

The service has an exceptionally strong vision and ethos. Its aims, values, and delivery of support are set out in the Statement of Purpose in a transparent way. A written guide is available for people in the service, containing practical information about the home, and the support provided. The service also offers a very good variety of formal and informal opportunities for people and their representatives, to ask questions and give feedback. Staff told us the manager has an 'open door' approach and is very approachable.

A rigorous recruitment process ensures nurses and care workers have the skills and attributes required for working in the health and care sector. The human resources (HR) department confirm that the staff recruitment process meets all regulatory requirements. These include Disclosure and Barring Service checks, employment history and references from previous employers. New employees have access to a structured induction programme aligned to the All-Wales Induction framework. Nurse pins are valid which evidences their suitability for practice and care staff are registered with Social Care Wales (SCW) the work force regulator. The training matrix viewed and feedback from staff evidence staff have access to and have completed suitable training for their roles. Highly effective arrangements are in place to provide regular support to care staff. Staff told us they are happy in their role, feel supported and confident in their duties. They receive formal supervision on a regular basis, including an annual appraisal. Team meetings are held sharing relevant information. Staff told us *"I find it enjoyable and rewarding"*, *"I love working here"*, *"I would recommend working here"* and *"There are good opportunities for development"*. Staffing levels on the day of our inspection were consistent to what was detailed on the rota.

Highly effective governance arrangements and strong leadership ensure high quality care and support for people. The manager and deputy have worked at the service for a number of years and have created a stable and committed staff team. The manager is described by staff as *"very approachable"* and *"she listens"*. A number of staff have won 'Hafod' awards in the past year with the manager being awarded 'Home manager of the year'. The RI has high standards, and their expectations are made clear. We saw the management team complete weekly and monthly audits and address any actions raised promptly. The RI visits the service regularly and speaks to people, their families, and staff. The feedback is used to inform any required service improvements. Quality of care reviews are conducted within regulatory timeframes and demonstrate a high standard of oversight and governance.

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 inspection	N/A



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