



# Inspection Report on

**Picton Court Care Home - Porthcawl**

**200 West Road  
Nottage  
Porthcawl  
CF36 3RT**

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## **Description of the service**

Picton Court Care Home provides care for up to 76 people over the age of sixty five who require nursing, personal care, or dementia/mental infirmity personal care. The home is situated in extensive grounds, overlooking a golf course and the coast. The accommodation and communal facilities are provided in three separate units; nursing, personal care, and dementia care. All bedrooms are single with en-suite facilities.

The registered provider is Hafod Care Association Limited, a large organisation which provides care and accommodation across South Wales. The registered manager, Shajitha Augustine, has day to day responsibility for the management of the home.

## **Summary of our findings**

### **1. Overall assessment**

People living at the care home receive a high standard of care from nurses and care workers. People live in a positive environment where they are encouraged to make choices and decisions whilst being protected from harm. People are occupied and appear happy and contented. We found that people are seen as individuals whose choices, likes and dislikes are taken into account. Staff were professional, well trained and motivated.

### **2. Improvements**

Since the last inspection improvements have been made to the Welsh 'Active Offer'. A volunteer visits monthly and has conversations in Welsh with people who wish to engage. All memos and posters are now bi lingual and bi lingual signage is being accessed. Staff have access to Welsh language training.

### **3. Requirements and recommendations**

Section five of this report sets out our recommendations to improve the service.

# 1. Well-being

## Summary

People relate well and also have good relationships with the nurses and care workers who care for them. People are provided with a good standard of care and support, which focuses on maintaining their health and well-being. People are provided with opportunities to make choices, be active and achieve fulfilled lives. We observed people to be content and comfortable in their surroundings. People are listened to and cared for by staff who understand their individual needs.

## Our findings

People are able to develop relationships with staff and the people they live with. We observed constructive relationships between people living in the home and staff. This contributed to the home's relaxed and pleasant atmosphere. People were supported by staff to develop new relationships and maintain existing ones. We observed that people were content in the company of others living in the home. We were told that some people received regular visits from relatives and others were supported to contact relatives by phone or internet where visits were not possible. People were encouraged to be involved in communal activities as there was an emphasis on group activities. We saw evidence of planned activities for the coming month. Two activity coordinators were employed by the service. They told us that they worked with people to find out what their likes and preferences were and encouraged them to remain active by joining in planned activities such as music or film afternoons, art and craft sessions, sing-a-longs, quizzes, games and bingo. On the day of inspection people were seen to be enjoying a bowls tournament. We did, however, recommend a review of how activities undertaken are recorded. We saw that minimal information was recorded. We viewed the minutes of the last three 'residents meeting' and noted that attendees agreed that they enjoyed the activities. People told us they enjoyed the activities provided: "*I join in the quizzes*", "*I enjoy the singers when they come*" and "*you are not forced to do anything*". Plans are in place for the Summer Fete, which will also be an event to celebrate the organisation's 50<sup>th</sup> birthday. A day trip has been planned for July. We determined that people living in the service are supported to do things which matter to them.

People can feel safe and protected from harm or neglect. Staff spoken with were clear about their responsibilities around protecting the people they looked after. They were confident about the action they would take if they had any concerns about a person's well-being. Policies relating to keeping people safe, including the safeguarding policy, were available in the home. Discussions with the manager confirmed her understanding of the process to follow when it was felt a person lacked the capacity to manage their own safety in line with Deprivation of Liberty Safeguarding (DoLS) legislation. We saw risk assessments in people's care records which were reviewed regularly to ensure that any risk to a person was minimised. Relatives we spoke with told us that they felt their relatives were "*well looked after*" and "*safe*". This shows that people are safe and as far as possible protected from harm.

People are encouraged to speak and express themselves. We saw care staff having conversations with people who live in the home. We were told that management visited the units regularly and spent time talking with people and the staff. They also have an open door policy, staff confirmed this saying "*the managers are approachable*" and "*everyone gets on*". We saw that people were encouraged to have visitors; we spoke with visitors who stated they are made to feel welcome whenever they visit. We also saw that the bedrooms were personalised with people's own possessions and preferences. We found that opportunities for people to receive some of their care in Welsh had increased. We discussed this with the manager who informed us that the improvements are ongoing. We saw that there were regular residents' meetings for people living at the home. These meetings discussed improvements, changes or any other business, all of which involved better outcomes for the people at the home. People told us they were given choice in relation to when they got up, when they went to bed, what they chose to do and what they chose to have to eat. Overall, from the evidence we gathered we believe that people are provided with opportunities to express their views.

People experience warmth and respect. We saw that staff treated each person as an individual. They were very attentive and responded to people's different needs with appropriate prompting and support. We spoke with people living in the home, who told us they liked living there. People told us "*It's quite pleasant here*", "*X is wonderful to me*" and "*It's a lovely place to be*". When we observed staff it was clear that they knew the people living in the home well and we saw them actively engaging in conversations. People looked relaxed and comfortable in the presence of staff. Staff conversed in a friendly, caring and respectful way and people responded positively. Relatives told us "*I have nothing but praise for the staff*" and "*If I ever need a care home, this is the place I would like to come*". We saw interactions between people living at the home; care staff and the manager were relaxed and positive. The home had a relaxed atmosphere and genuine sense of community. We saw people at the home felt at ease talking to staff. People told us "*I'm happy here*" and "*I'm quite contented here*". Therefore, we found people are content and feel settled living at the home.

## 2. Care and Support

### Summary

People are safe and as well as they can be because they receive proactive, preventative care and support. People are supported by competent staff that have a good understanding of person centred care and treat them with dignity and respect.

### Our findings

People receive proactive, preventative care and support. We looked at the records for seven people during the inspection. There were detailed life histories. Care plans guided staff in the care and support needs required. There were risk assessments and risk management plans to help reduce the risk to people receiving care and staff providing care. Care records were very well organised with an effective system in place for reviewing care plans. People living in the home told us they were very happy with the care provided; one person said "*I've no complaints*". We saw that people who live in the home, or their advocates, had been involved in their care planning. Based on our findings we believe the evidence we saw demonstrates that people receive the right care at the right time and in the way that they want.

People have their health and social care needs met. We saw that care plans and risk assessments were informative and up to date and included details of people's likes and dislikes, medical conditions and health related issues. We saw within care records that there was regular contact made with health and social care professionals which included; GP; district nurses; community psychiatric nurses (CPN); optician; dentist; chiropodist and social workers. We spoke with four visiting health professionals during our visit to the home, who all told us that referrals for people were made in a timely way and any recommendations and advice they made was followed. They also told us "*communication is good*", "*they know the residents well*", "*it's one of the good homes*" and "*I have no concerns regarding the care provision*". People receive the right care in line with their assessed needs.

People are supported by staff to maintain their appearance and dignity. We saw that people were well presented and appropriately dressed. Staff told us they encourage people to choose their own clothes if possible and support them with personal appearance and grooming. People's dignity is enhanced by being able to take pride in their appearance.

People are protected by a safe medicine administration and storage system. We looked at the medicine arrangements and charts and found an organised system with good records completed. Drugs were correctly stored and recorded on the day of inspection. We saw that a medication policy was in place and found that staff were suitably trained. A daily temperature record of the medication room had been completed; this was also the case for medication that needed to be stored in the fridge. We saw that Medication Administration Records (MAR) were accurately completed with no gaps in signatures. This demonstrates that people are supported to be as safe and healthy as they can be.

People are offered a wide range of home cooked and nutritious meal choices. People told us that they enjoyed the food; comments included "*the food is very good, we always get a choice*", "*I just sit down and enjoy it*" and "*we are well fed*". There was an ample supply of

food at the home. We found that meals were well presented and served efficiently. Food portions were generous and drinks were available and accessible to people. Snacks and drinks were offered between main meals and at suppertime. We also noted that soft and pureed diets were attractively presented. Daily records indicated that people had enjoyed a varied, wholesome diet. A Malnutrition Universal Screening Tool had been implemented where required. However, daily menus were not displayed in the dining rooms. We saw people and staff enjoying conversation around the tables. Staff were seen to be attentive and discreet when offering assistance. The kitchen had been awarded a five star rating by the Food Standards Agency. Therefore we conclude that people benefit from attention to their nutrition and hydration.

### 3. Environment

#### Summary

People are living in a safe, secure, warm and well maintained home. The home had a relaxed positive atmosphere where people living in the home were treated with respect as individuals.

#### Our findings

People feel included, uplifted and valued because they are supported in a personalised environment that is appropriate to individual need. We found that Picton Court enabled people to feel valued by an environment which reinforces a sense of belonging. People's bedrooms were designed to reflect individual tastes. A sympathetic approach to accessorizing their rooms had been adopted in order to find a balance between creating a warm, homely environment whilst maintaining personal safety. We saw one person's bedroom which had been personalised with embroidered pictures they had made themselves. We observed people using the spacious lounges; there was sufficient space to meet the needs of people. The grounds were maintained to a high standard with sufficient areas to enable people to have access to safe, pleasant and interesting outdoor space. Effective daily cleaning schedules were in place as all parts of the home were observed to be clean, tidy and well organised. When asked about their own rooms, one person told us "*I like my room, it's very clean*". Based on our findings we believe people are cared for in a safe, clean and secure environment.

People are cared for in a well maintained environment. We were shown the maintenance records; these evidenced that all appropriate measures were taken to ensure equipment was suitably maintained. The CIW registration certificate was displayed together with the Employer Liability Insurance Certificate. People could be assured of effective and efficient fire procedures, testing and training. Records showed the fire alarm was tested every week. We were shown the laundry facilities which were suitable to meet the needs of people living in the home. We saw window restrictors in place. The manager told us that the maintenance team responded quickly to any issues identified from regular checks of the environment and equipment. The layout of the home promoted accessibility and independence; we saw that people were able to move freely within the area they live. Overall, people are cared for in a safe environment which is designed to ensure that people's individual needs are met.

## 4. Leadership and Management

### Summary

People will be cared for by a skilled, experienced and competent manager. The manager has a sound understanding of the aims and objectives of the service and works to improve the service for the people who have made their home in Picton Court. The leadership and management are embedding a culture of support and continuous improvement within the service. They take into account the views of people, staff, family members and professionals in ensuring the service continues to develop. Staff are valued and supported with opportunities provided to develop their knowledge and skills.

### Our findings

The manager is visible, approachable and open to suggestions from staff. All staff we spoke with praised the management's leadership style, commenting on their professionalism, fairness, approachability and dedication. We observed that interactions between the manager, residents and staff were relaxed and friendly but respectful. We saw that residents and staff approached the manager with ease to engage in light hearted chats or discuss more serious matters. Staff were able to explain the different roles and responsibilities within the staff team and confirmed that they felt well equipped to carry out their duties. Staff and people living in the home benefit from an effective style of leadership.

The service has quality assurance systems in place in order to develop and improve. We saw there was a strong commitment to improvement, and the quality of the service was regularly assessed, to meet legal requirements. We were shown a number of systems designed to assess the quality of support people received. All records were completed to date and clearly presented. We examined monthly audits that monitored medication, infection control measures, and record keeping. Records confirmed that quality monitoring visits were carried out on behalf of the responsible individual. These visits were used to check the overall quality of support provided in the home, and asked for people's opinions regarding any improvements that could be made. We noted that there had been no complaints since the last inspection. We conclude that there are good quality audit systems in place to monitor the quality of support people receive.

People can be assured that staff members who support them have been through a robust recruitment process. We examined seven personnel files, all demonstrated that the required checks, clearances and information had been conducted and requested and held on file. The supervision records for the seven members of staff were also checked and were seen to be held within the required timescales in line with National Minimum Standard 24.3 for Care Homes for Older People. We conclude that staff have been through a robust and timely recruitment process.

Staff are well supported and trained to enable them to fulfil their roles. Discussions with the staff team demonstrated that they felt supported and guided by the management team; one care worker told us "*we feel valued and listened to*". Training records examined demonstrated that care workers received a range of training. The care workers and nurses we spoke to confirmed that they had attended training and demonstrated a good understanding of the specific needs of the people they were supporting and how best to

meet these. They also demonstrated a good understanding of moving and handling and safeguarding the people living in the home. In October 2017 a senior care worker won 'Gold Award' in the category of 'Residential Care Practitioner' in the Care Forum Wales Awards. Three staff had been nominated for this year, all have been shortlisted. It can be concluded that people benefit from well trained staff that are competent and supported in their role.

People can access information to help them understand the care, support and opportunities available to them. This is because we saw a statement of purpose and service user guide available within the home. These documents were current and contained the aims and objectives of the service. We saw that there were robust company policies and procedures for staff to follow. We looked at a selection of policies: advocacy, complaints, infection control, medication and safeguarding. We observed staff interact with people in a respectful, friendly and patient way. Overall, the home provides clear information so that people know and understand the care, support and opportunities which are available to them.

## **5. Improvements required and recommended following this inspection**

### **5.1 Areas of non compliance from previous inspections**

There were no areas of non compliance identified at the last inspection.

### **5.2 Recommendations for improvement**

The following are recommended areas of improvement to promote outcomes for people:

- Undertake a review of how activities are recorded.
- Daily menus to be displayed within the dining rooms to promote choice for people.

## 6. How we undertook this inspection

This was a full inspection undertaken as part of our inspection programme. We made one unannounced visit to the home on 8 June 2018 between 9am and 4.30pm.

The following methods were used:

- We had a tour of the home.
- We spoke to people living at the home, visiting relatives, visiting professionals, staff and the manager.
- We used the Short Observational Framework for Inspection (SOFI) tool. The SOFI tool enables us to observe and record the care provided. It also helps us understand the experiences of people who do not find it easy to tell us about their experiences.
- We looked at care files of seven people living at the home and seven staff files.
- We looked at a range of records including:
  - statement of purpose,
  - registration certificates displayed on the walls in reception and the lobby
  - staff training matrix,
  - quality of care report,
  - maintenance checks,
  - records of audit visits carried out by a representative of the registered provider.

Further information about what we do can be found on our website:

[www.careinspectorate.wales](http://www.careinspectorate.wales)

## About the service

<b>Type of care provided</b>	<b>Adult Care Home - Older</b>
<b>Registered Person</b>	<b>Hafod Care Association Ltd</b>
<b>Registered Manager(s)</b>	<b>Shajitha Augustine</b>
<b>Registered maximum number of places</b>	<b>76</b>
<b>Date of previous Care Inspectorate Wales inspection</b>	<b>21, 24 and 25 April 2017.</b>
<b>Dates of this Inspection visit</b>	<b>08/06/2018</b>
<b>Operating Language of the service</b>	<b>English</b>
<b>Does this service provide the Welsh Language active offer?</b>	<b>This is a service that is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.</b>
<b>Additional Information:</b>	