



## Inspection Report on

**Morel Court**

**Raisdale Road  
Penarth  
CF64 5BN**

## **Date Inspection Completed**

01.10.2020

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## About Morel Court

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Methodist Homes
Registered places	36
Language of the service	English
Previous Care Inspectorate Wales inspection	18.10.2019
Does this service provide the Welsh Language active offer?	This was a focused inspection; we did not consider Welsh Language provision on this occasion.

### Summary

This inspection was a focused inspection and unannounced.

People receive support from dedicated staff who show respect and kindness.

There was sufficient staff on duty to provide prompt assistance and staff are trained to deliver care that meets people's needs. Care is planned around individuals' preferences and visiting professionals review people's needs regularly.

Management is accessible, approachable and visible at the home at all times. Staff receive regular formal supervision.

The home environment is extremely clean, well maintained and secure. People experience good social and recreational support. The freedom and choices of people living at the home are respected and encouraged.

### Well-being

People receive care that promotes their dignity and well-being. They relate well and have good relationships with the staff that care for them. It is clear relationships had been formed. Wherever possible people were encouraged to participate in activities, independence was promoted, and people supported to make choices at mealtimes. Care workers created a warm friendly atmosphere and fun moments which made people laugh.

People are safe and protected from harm. The entrance and exits to the home are secure and no hazards were identified through the visit. The home is clean throughout and staff practice good infection control as required.

People are able to mobilise around the home freely in accordance with their abilities and assessed risks, there is an outside area where people enjoy gardening and seating areas.

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People receive support that promotes their health and well-being. Staff assess needs and individual risks are identified and managed, such as falls and tissue viability. Referrals are made to appropriate health care professionals as required to achieve personal goals and outcomes.

People have an excellent choice of meals and drinks to ensure nutritional needs and preferences are met.

## Care and Support

People receive appropriate person centred care. During our visit we saw staff had time to spend with people and assist with individuals needs as well as sit and chat in communal areas.

People are able to enjoy a range of activities at the home and benefit from a new “interactive table” purchased at the home which enable music, games and a variety of games. The home has been closed to visitors since March 2020 because of the covid-19 pandemic, so people require extra social and emotional support from staff. We saw staff available throughout the home at the time of the visit providing responsive care to meet people’s individual needs. We heard staff speaking with people living at the home in a kind and respectful manner which showed staff understand people’s likes and dislikes.

We were told the home had increased staffing levels to enable them to provide activities on an ad hoc basis. We were told that a service is held every Sunday and video calls carried out to enable people living at the home to contact families. We were told that staff had packed overnight bags in case they were needed to stay at the home during the covid19.

People receive support that addresses their specific needs. Personal plans are extremely detailed providing guidance to care staff, referrals are made in a timely manner to external professionals. District nursing teams visit people living at the home and review people’s care needs on a regular basis. Risk assessments are in place for people identified as high risk of falling and staff are aware of individual’s risks. When a person sustains a fall we saw robust documentation of the event and observations and any actions required.

We saw evidence that people have access to a range of health care professionals such as district nursing teams, GP, opticians, dentist and chiropodist who visit regularly. All visits are robustly recorded and any treatment or changes documented by staff. We saw personal care plans are well organised and provided up-to-date information. The plans were kept under review and are amended and developed to reflect changes in individual care and support needs and personal outcomes.

People are safe and protected from abuse and neglect. We saw any identified risks to people’s health were clearly documented and preventative measures in place to minimise the risk. We were told care staff receive appropriate training to enable them to understand their responsibilities to protect and safeguard vulnerable individuals which includes internal and local safeguarding arrangements including how to raise a concern. The home has been awarded a 5 star (very good) food hygiene rating and we observed the meal time experience for people was extremely positive. We saw people enjoying the choice of meals available and people received support by staff who understood their needs.

## Environment

People are cared for in a clean and homely environment. The home provides accommodation over four floors. There are sufficient bathing and toilet facilities for people living at the home. We observed staff undertaking cleaning duties throughout the home and we found the home to be extremely clean and well maintained. Good infection control measures are in place. We saw hand sanitising stations appropriately positioned on each floor and throughout each corridors of the home.

Visitors had to ring the front door bell to gain entry and requested to sign the visitor's book on entry and exit from the home. This was carried out by the administration person who allowed us entry to the home and who also checked we wore the appropriate PPE (Personal protective equipment) prior to entering the home.

As this was a focused inspection this area will be followed up at the next visit.

## **Leadership and Management**

People living at Morel Court receive support from a team of staff who are able to meet the needs of people in their care. Management are visible on a day to day basis and provide effective oversight of people's changing needs. Proactive measures are in place to anticipate and prevent problems. This was evident from the documentation viewed during inspection.

As this was a focused inspection this area will be followed up at the next visit.

**Areas for improvement and action at the previous inspection**

None

**Areas where immediate action is required**

None

**Areas where improvement is required**

None

**Date Published** 18/11/2020.