



Inspection Report on

Abermill

**Abermill Care Home
Thomas Street Abertridwr
Caerphilly
CF83 4AY**

Date Inspection Completed

06/07/2021

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About Abermill

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	HC One Limited
Registered places	38
Language of the service	English
Previous Care Inspectorate Wales inspection	11 Nov 2019
Does this service provide the Welsh Language active offer?	The 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

Abermill is a care home that provides care and support for adults. There is a responsible individual appointed by the owning organisation who has oversight of the service. The home is currently for sale as part of the organisation's development plan. This is being managed with compassion, ensuring people, their families and authorities are consulted.

This is a welcoming home set in the heart of a community. The accommodation is not purpose built but people are happy with facilities offered and appreciate the views of the surrounding countryside. The service has improved the environment to ensure medication storage is safer.

Care and support is delivered in a dignified manner and people's needs are met. There is room to improve personal plans. The care team know people well and apply their care knowledge and experience when giving support. People feel passionate about Abermill and the care provided. Individuals who live at the home, families and the staff team, are complimentary about the manager and the service. Professionals confirm the cooperation of staff to promote physical and mental health. The service is described by families as "A home from home" where "nothing is too much trouble".

This inspection takes place during Covid-19 restrictions.

Well-being

The provider ensures people's rights are upheld and they have control over their day to day life. People who lack capacity are supported to have representation. People are consulted about their support and how this is to be delivered. Appropriate records are maintained on personal plans to show their preferences in regard to ongoing care, including decisions around end of life. Choice is provided throughout the day. We observe individuals choosing to sit in quieter locations and not take part in activities; they confirm this is how they like to spend time. Other people choose to be at the heart of activities and social opportunities. When people find a verbal description difficult, visual alternatives are provided to facilitate choice, for example, when selecting a meal, plated meals are displayed so people can see exactly what is on offer. Staff are making every effort to provide a service through the medium of Welsh. Residents' meetings are held so that people feel involved, can have a say, and make suggestions about the running of the home. Due to the current proposed sale of the home, the organisation has arranged meetings for residents and their representatives so that any concerns surrounding this can be discussed.

People are supported with their physical and mental health. Observations indicate care workers are knowledgeable and apply this when providing care. Consideration is given to promoting the mental health of people. Priority is given to provision of a coordinator who arranges activities to help this, in addition to provision of specialist care by external professionals. Professionals and family representatives confirm people are happy and contented, and individuals tell us the same.

The organisation has systems in place to ensure people feel safe and are protected from abuse. Policies and procedures support a trained staff. Care workers are aware of safeguarding procedures and know how to report concerns. Individuals in the service tell us they feel safe. Security systems are in place to monitor visitors. Infection prevention and control measures are being taken during this time of Covid-19 pandemic. Personal plans identify individuals who lack capacity and may need restrictions put in place to keep them safe. Formal applications through the Deprivation of Liberty Safeguards are made appropriately for people. Information is available through documents produced by the organisation about how to raise a concern or complaint. Care workers follow procedures when providing care to prevent harm to individuals, including when administering medication or when assisting people to move, but directives could reflect fluctuating needs better. The premises and equipment is maintained in line with legal requirements.

Care and Support

People can be confident that they, or their representative, will be consulted about care needs. An initial personal plan is developed and shared with staff so the right care can be delivered. Details about an individual's care needs is gathered before they choose to move into Abermill. This information is detailed and helps to form an agreed plan. Arrangements for independent representation is made for individuals who lack capacity. Care staff know people's likes, dislikes and care needs by consulting the plan. Catering staff are kept informed of people's dietary needs. On the day of inspection, we observed the catering staff consulting with people about their personal preferences.

Care and support is delivered with respect and sensitivity and individuals can feel confident that they will be listened to. Communication between staff and residents is observed to be courteous and staff treat people with respect. Individuals receive appropriate care. One person told us *"I only have to mention something and the carers arrange for the district nurse to come and take a look."* A District Nurse told us that staff regularly approach them for support, make appropriate referrals, and use care equipment provided. Family members tell us that they are confident that their loved one's health issues are addressed and give examples of this. Care staff are described by residents and their families as *"lovely"*, *"absolutely fabulous"* and *"very caring."* We observe the Welsh language being used when individuals have identified they would like this. People who have memory loss are supported appropriately with visual choices. One person told us *"It's the little things that matter"*, and gave an example of how their loved one had been supported. People told us they are: *"very happy with the care"* and they *"feel safe"*.

People are supported to do things that matter to them ensuring their mental health is promoted. Resources are available to support a well-being coordinator who is additional to the care team. They evidence that prior to the current pandemic, people in the service were supported to go into the community to enjoy activities; regular entertainers visited and families were a big part of the well-being of people. We observe people taking part in activities of their choice. People take pride in art they have produced that is on display in the home. The hairdresser present on the day of inspections told us *"they are always doing fun things and having parties. People are always happy and contented."*

Formal reviews of personal plans are being undertaken as well as care reviews with professionals, but information is not always transferred into the personal plan. People are involved in their personal plan reviews. Health screening is recorded, such as weight, which forms part of the review. Timely referrals are made to professionals. Family members are kept informed if necessary. One personal plan we viewed had information that had not been transferred to the correct section of the plan. There was no immediate impact on the individual. We also observed a person requiring very specific support to take medication due to a change and fluctuation in physical ability. This was not captured on the personal plan though staff evidenced good support when assisting with this task. Information in care plans need to accurately reflect the changing needs of people. The area manager gave assurances that all personal plans would be reviewed to ensure information is current and

correct. The RI has been made aware that this is identified as an area for improvement which will be tested at the next inspection.

The premises complies with current legislation and national guidance in relation to health and safety. Robust systems are in place to manage the monitoring and maintenance of the environment. Reports are available from Food Standards Agency and Fire Service. Fire drills evidence the evacuation process is tested. The environment is free of clutter and malodour. Testing and servicing of equipment is evidenced as being within given timeframes and maintenance is completed if required. The home has improved storage of medication since the last inspection; there is now an air conditioned, larger room that does not compromise the integrity of medication. Risk assessments are in place including those necessary under current pandemic guidelines. The home has appointed a member of staff to be an infection prevention and control lead during the current pandemic. This has ensured additional monitoring, provision of resources and training to safeguard residents, staff and visitors to the service.

People live in a home where the environment meets their needs. Abermill offers some bedrooms and shared living areas with views over the valley's hillsides. Individuals and their representatives tell us they appreciate this and how important it is to them. On the day of inspection, the atmosphere was warm and friendly.

Dining rooms are nicely presented and offer tables for small groups to be able to socialise. People who prefer not to eat in the dining room are offered choice of where they would like to eat.

Seating in living rooms is arranged to promote communication in smaller groups.

All bedrooms are single occupancy though not en suite.

The third floor provides a more secure accommodation to support people with memory loss. There is a shortage of storage space on this floor for items such as wheelchairs. The area manager explained that this will be looked at after the pandemic when storage can be shared between floors. A passenger lift is available to support residents to access the ground floor for communal activities and access to the garden.

Residents can visit the hairdresser in a salon on the 1st floor. On the day of inspection, many residents enjoyed this treat that was conducted following social distancing guidelines.

A small garden is nicely presented and evidences the involvement of the residents, supported by the activity coordinator. Though not a purpose built home, people are happy with the facilities offered. One person told us "*It's a home from home.*"

Leadership and Management

The service provider has oversight of the service and monitors the smooth running of operations through the responsible individual (RI). The RI, carries out their duties to oversee the service and ensures it is running in line with a document called the Statement of Purpose which sets out what the service offers people. Assistance is provided by an area director and quality control manager. Systems are in place to support recording and monitoring of the environment and care delivery. Policies and procedures are robust. The manager of the home ensures day to day operations within the home are carried out. Staff meetings take place to inform and consult with the care team. There is evidence that meetings are held involving residents or their representatives. Formal reports are produced to evidence quality of care is considered as required in the regulations. Plans are used to inform the development of the service. As part of the wider organisation's development plan, this care home is being sold. People and staff have been consulted throughout the process. The provider gives assurances that the service will be fully supported until a suitable alternative provider is able to take over.

People are supported by suitable numbers of staff who are qualified, experienced and supported, but the provider needs to ensure the changing dependency of people is recorded and considered. Staffing levels are currently appropriate. Observations indicated that people have access to staff support when required. A tool used to determine the level of staffing, needs to be updated when people's needs change. Staff are supported through induction and ongoing training to ensure they have knowledge suitable to their role, with professionals consulted as necessary to ensure delivery of effective care. There is a core of experienced staff who have worked at the home for many years. The manager is very experienced and celebrates 20 years working at Abermill. The manager is held in high regard by staff, residents and their families. We are told the manager is "amazing", "marvellous" and "fantastic".

Areas for improvement and action at, or since, the previous inspection. Achieved

Inconsistencies in the recording of medication administration.	
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Not all staff were receiving appropriate supervision as per regulatory requirements.	
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Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

None	
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Areas where improvement is required

Regulation 16 (5) The service provider has not ensured the personal plan is revised as necessary, following the completion of a review of care. This is because we viewed one care plan that had information recorded in the medication section following a review with the GP but this information had not been transferred to the nutrition and hydration section. This omission of information in the personal plan has not had an immediate impact on the individual but there is potential that there could be a long term impact if not addressed. We also viewed one care plans where the person's fluctuating physical ability was known, but had not been recorded within the plan. This has been identified as an area for improvement for the service provider. A priority action notice has not been issued on this occasion as there is no immediate impact and mitigation has been presented by the service. The service has also given assurances that all personal plans will be reviewed to consider any further omissions. We expect this action to be completed as soon as possible. This will be tested at the next inspection.	Regulation 16(5)
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The area(s) identified above require improvement but we have not issued a priority action notice on this occasion. This is because there is no immediate or significant risk for people using the service. We expect the registered provider to take action to rectify this and we will follow this up at the next inspection.

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