



Inspection Report on

Ashdale Nursing Home

**Ashdale Nursing Home
Golden La
Pembroke
SA71 4PR**

Date Inspection Completed

22/03/2023

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About Ashdale Nursing Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Ashdale Care Ltd
Registered places	43
Language of the service	English
Previous Care Inspectorate Wales inspection	17 November 2021
Does this service provide the Welsh Language active offer?	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 who have made Ashdale their home, receive care and support from a team of motivated staff who are led by an experienced and dedicated manager. The manager is committed to providing people with person centred care and is described as both supportive and approachable.

The service has recently been taken over from a provider with a wealth of experience and who embedded the values of the service and these are being retained and built on.

People are able to do things which matter to them and are cared for by workers who know them well. Comprehensive care plans and risk assessments are in place to inform care and support, and risk assessments keep people safe and well. Further improvements to the records are needed to ensure there is a record of who and what is important to people.

Most relatives feel a sense of reassurance and confidence to know their relative is receiving care at Ashdale. One described the service as “*exceptional*” and another spoke about how workers understand the emotions of relatives when a person moves into a care service. Some relatives appreciate being able to be involved in people’s care.

Governance arrangements are robust and focus on quality. The current and ongoing work will enhance the physical environment further.

Well-being

People are safe because workers know the actions they must take if they suspect a person is at risk of harm or abuse. They are confident the managers would take the actions necessary to make sure people are safeguarded.

The external door to the service is kept locked, to both keep people safe and to prevent any unauthorised entry. Visitors are also required to sign a visitor's book so staff know who is in the service at all times.

Well-being is enhanced because of the relationships workers have with people. One care worker described people as *"like my second family"* and a relative told us *"Staff are invested in X. they are kind and treat X with respect. They are incredibly kind and nothing is too much trouble"*. Another relative said *"Ys ability to do things has improved. Y is mentally stimulated.... Y is far, far, happier"*. We saw some friendly interactions with one person telling us the manager is *"my rock"*.

The physical environment contributes to some degree to people's well-being. It is clean and comfortable, but everyone we spoke with are looking forward to the planned improvements.

People's well-being is also enhanced because there are a range of activities and opportunities for engagement, and staffing levels are good, with care workers being supported by nutritional assistants; nurses and managers. We saw the service appeared well organised and calm. Despite the staffing levels, some workers and relatives feel the service is under resourced. This is being considered by the management team.

Care and Support

People's physical health needs are met. A registered nurse is on duty at all times and able to offer specialist advice and guidance for people receiving both nursing and residential care. A district nurse also provides input to the service.

Care workers know how to recognise signs of pressure damage and there is enough pressure relieving equipment available. People are repositioned regularly to reduce the risk of skin damage.

There is some understanding of the importance of nutrition with a trial taking place of prepared meals bought in from a national supplier. There is a mixed view of these meals, with most people saying they would prefer good home cooked food. Breakfast is cooked in the service and people are positive about this meal. The lunch time meal smelt appetising and there is a choice, but some people feel the vegetarian option needs to be improved. Additional care workers are employed to assist with mealtimes, and people are assisted in an unhurried way. Drinks are offered throughout the day, and those receiving care in bed have drinks available in their rooms. Most people are assisted to use the dining rooms for meals and one person told us they are looking forward to a fish supper from the local chip shop. The planned improvements to the dining room will enhance people's dining experience as new lighting and windows are being installed, and furniture is being bought. Other ways to enhance people's dining experience should be considered, such as the way tables are laid.

Care records are informative and provide a narrative of people's care and support. Care plans are written for a range of areas, including communication; mobility and cognition. There are also risk assessments for care needs including moving & handling; falls and weight. Risk assessments include actions to mitigate the risks which include how people can express, for example, pain, and the signs care workers should observe for. Care workers feel they know people well, and this is corroborated by relatives, with one saying "*They know X. They want to listen*" when describing the relationship workers have with people. Some people have a helpful profile which sets out information about the person's personal history as well as what and who is important to them, but this is not available in all of the records. We discussed the potential benefits of this, especially for people living with dementia who may not be able to articulate details from their past, and for whom, information for workers could be beneficial to inform care and trigger memories. Most information reflects person centred care, but the manager has agreed to discuss with the team the use of language to ensure this does reflect the values of the service with regard to dignity and respect, and making sure entries are objective and clear.

People can do things they enjoy. During the inspection, a quiz was taking place with the activities worker supporting and encouraging people. One person was happy to tell us they had won the quiz. Other activities include chair tennis; memory games; yoga and baking. There is a plan of activities but people decide what they want to do on the day. There are

plans to do some outdoor activities when the weather permits. As well as time spent with people in groups, the activities workers spend time with people receiving care in bed. This includes doing their nails, reading, chatting or just sitting with them. Activities are offered six days a week.

Care records indicate people receive their morning care at appropriate times, but one relative said a person did not always receive their care in a timely way. Other people said workers are very responsive. During the inspection we saw the manager reminding workers of the importance of responding to call bells promptly.

Environment

People live in a service which is suitable for their needs. Accommodation is provided on one level making it easier for people to mobilise throughout the service.

There is a big programme of refurbishment to enhance the environment, with some consideration being given to the possibility of developing a dedicated dementia care area. Those we spoke with are looking forward to the changes and seeing the positive impact they will have for those living and working in the service.

Some of the bedrooms have been redecorated and these rooms are lighter and more airy, with some consideration being given to the appropriate use of colour. People and staff are having an input to this, having regard to people's preferences as well as evidence based practice. Consideration is also being given to signage to maximise independence and orientation.

Carpets are being replaced with vinyl flooring which will make it much easier for people to mobilise in chairs and also make it easier for staff.

The service is, to a degree, homely. People have personalised their rooms with photographs; ornaments and soft furnishings. One relative said they have been able to decorate a person's room with sensory items which they are grateful for. There is some attention to detail throughout the service, but overall, it appears tired and in need of the planned redecoration.

The service is clean and there are no malodours. Relatives describe the service as "spotless" with one describing it as "*impressively clean*". Housekeeping staff feel part of the team and their important role is acknowledged by their colleagues. They are satisfied with the quality of cleaning products.

The kitchen has been awarded the maximum score of five by the Food Standards Agency. It appears clean and food cupboards are well stocked.

There is some outside space and there are plans to do some gardening activities and also spend some time outside when the weather permits. Some areas would benefit from some general repair and maintenance.

Leadership and Management

There are systems in place to support the day to day running of the service. The values of the service are clearly set out, and the governance arrangements monitor quality. The Responsible Individual (RI) has good oversight of the service and has regular contact with the manager and deputy. Reports written are detailed and reflective and note areas of good practice as well as those areas where improvements are needed.

A range of quality audits are carried out, including medication and the environment.

Ideas and concerns are discussed in a timely way, with workers feeling able to bring up any issues with their managers and feeling supported by them. We saw some friendly interactions between the manager and their team. We also note that where improvements are needed, these are discussed in a timely way.

There are processes in place to make sure services and equipment are in safe and good working order. Fire safety checks are carried out and fire exits are free of any obstructions. Equipment is visibly checked by the maintenance workers and serviced in line with the manufacturers recommendations. There are stocks available of pressure relieving equipment and Personal Protective Equipment (PPE).

Workers are appointed following a safe recruitment process. The correct checks are carried out and references obtained. Workers have an induction programme and there is a comprehensive training package. Care workers feel they have the training they need to safely and effectively carry out their duties, and are able to ask for additional training if they think this would help them in their work. Care workers receive regular supervision where they get feedback on their work. Professional development is encouraged, with some workers being promoted within the service.

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
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. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status
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N/A	No non-compliance of this type was identified at this inspection	N/A
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