



## Inspection Report on

**Albert Edward Prince of Wales Court**

**Albert Edward Prince Of Wales Court  
Penylan Avenue  
Porthcawl  
CF36 3LY**

## **Date Inspection Completed**

**2 November 2021**

02/11/2021

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## About Albert Edward Prince of Wales Court

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	The Royal Masonic Benevolent Institution Care Company
Registered places	76
Language of the service	English
Previous Care Inspectorate Wales inspection	24/04/2019
Does this service provide the Welsh Language active offer?	Yes

### Summary

The service provides good quality, person-centred care. People appear happy, settled and well cared for. People's personal plans and risk assessments contain a high level of detail and guidance to keep people safe. Recruitment arrangements are robust, care workers feel supported in their role and have access to a programme of training and development. Activities available support people to positively occupy their day. There are measures in place to protect people from harm and abuse. The management and monitoring of medication ensures good practice is maintained. The service has good infection control measures in place and access to a sufficient supply of personal protective equipment (PPE). Governance and quality assurance arrangements are strong and enable the service to reflect and develop.

## Well-being

People have influence over the care they receive and have support to make choices. The service actively encourages choice and promotes independence. A team of nurses and care workers who are person centred in their approach, recognise people have individual needs. Personal plans are detailed, clear and concise, routine reviews ensure they remain current. People have the opportunity to participate in regular residents meetings where they are encouraged to express their views and opinions. Bedrooms are personalised with items of individual importance such as ornaments and photographs. People have things to look forward to and do things they are interested in doing. Menus look nutritious and meals look of a good standard with adequate portions.

There are systems in place to safeguard people and reduce risks. Access to the service is restricted to authorised individuals. Experienced care workers have a good understanding of individual needs and risks. Up to date policies support the service to maintain good practice and assist in keeping people safe. Care workers know their safeguarding responsibilities and receive training in relation to protecting vulnerable adults. Environmental checks ensure the premises and equipment is safe for use. Infection control measures including the use of personal protective equipment (PPE), up-to-date guidance and regular Covid-19 testing reduce the risk of cross infection.

People live in suitable accommodation, which overall supports and encourages their well-being. Their rooms contain personalised items of their choice, are suitably furnished, have facilities, which encourages their independence and enables them to have private time. Safety checks are completed when required and there is a fire risk assessment in place. Alarm testing and fire drills take place regularly and people have personal evacuation plans in place.

There is a clear management structure for the service. We generally received positive feedback from the staff we spoke with, who told us they feel valued and supported by management. There are effective systems for monitoring and auditing standards of support and the environment, overseen by the responsible individual (RI). The statement of purpose and service users guide are available to individuals or their representatives.

## Care and Support

Personal plans identify people's current care needs. We examined people's care files and saw they provide up to date clear information on the individual's needs. Personal plans contain key information on people's physical and emotional needs. Details of social history, interests, preferred activities and food preferences help in understanding how people like to be supported. We spoke with two visiting health professionals who told us they have no concerns regarding the care provided and are proud to be associated with the home. We saw care workers stimulating and interacting with people throughout the inspection. Meals are freshly prepared and we found that meals were well presented and served efficiently. People told us that they enjoyed the meals and could always have something different if they wished. One person said, "*The food is very good, they make a tremendous effort*".

There is a varied and regular programme of activities. Daily notes show that people living in the home are given the opportunity to join in meaningful activities both in groups or individually. Life history and social preferences are sought from people or family members so activities can be tailored to the individual. Photographs around the home evidence activities people have taken part in both individually or as a group. The home has a well-stocked shop where people have the opportunity to buy toiletries, sweets or even a gift. The 'Albert Arms' bar is used by many residents and provides a relaxed meeting area. People told us that they very much enjoy trips out of the home, one very much looking forward to a shopping trip. People told us "*there's far more than I can get involved with*", "*there's lots to do*" and "*I'm looking forward to the fireworks on Friday*".

People experience warmth and kindness. We saw care staff treat people as individuals. They are very attentive and respond to people's different needs with appropriate levels of prompting and support. People look relaxed and comfortable in the presence of staff. Staff speak in a friendly, caring and respectful way and people respond positively. Relatives told us "*staff are very friendly*", "*They really look after her*" and "*they know mum well*". We spoke to people living in the home who told us "*when I arrived here I thought I had died and gone to heaven*", "*I wouldn't change homes*" and "*the staff are excellent, we have a joke with them, they are a happy band of people*". We witnessed positive interactions during the inspection and saw care staff supporting people in a dignified manner. Staff are able to identify when people may be at risk of harm or abuse, and appropriate safeguarding procedures are in place. We saw risks to people's health and safety are included in care plans and risk assessments. Staff members we spoke with are aware of their responsibilities in keeping people safe and told us they would report any issues of concern. They are aware of the whistleblowing procedure, and said they felt confident approaching the manager if they needed to. They have undertaken training in safeguarding and there is a current safeguarding policy for staff to follow. It does however; need to include details of the new All Wales Safeguarding Procedures.

The service has systems in place for the management of medication. Medication is stored

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appropriately and staff carry out the relevant temperature checks on a daily basis. We found no gaps in the medication administration records (MAR). Controlled medication is also appropriately stored and recorded. Nurses complete medication competencies and checklists are in place to ensure practices are safe.

## Environment

The service promotes hygienic practices and manages the risk of cross infection. We saw that all care staff wear Personal Protective Equipment (PPE) appropriately. There are good arrangements in place for visiting, which enables people to see their family and friends safely. Appropriate measures are in place to minimise risk to people when visitors come to the home, this includes body temperature checks and Lateral Flow Tests (LFT's) where required.

We found that the accommodation was pleasant and provides an enjoyable environment for people to live. The home is purpose built within extensive, well kept, grounds situated in Nottage, one mile from Porthcawl town centre and the promenade. The home is divided into different areas, which can accommodate people with different care needs. Within the home there are numerous communal areas which included, a large foyer; shop; bar; observatory; activities area; hairdressers; chapel and a large communal lounge. We saw that people's bedrooms are personalised with photographs, and items that are important to them. People we spoke with told us they are very happy with their rooms. One person described their room as "A1". We saw communal areas where people could socialise and meet with visitors. There are ongoing refurbishment plans for the home. We saw that window restrictors are in place and harmful chemicals are securely stored. We saw the laundry facilities, which are suitable to meet the needs of people living in the home. All areas of the care home viewed were clean and tidy.

People living in the home can be confident that they will be cared for in well-maintained surroundings. The maintenance workers ensure that all maintenance, environmental safety checks and repairs are carried out as required. Testing and servicing of appliances is kept up to date including hoists and wheelchairs. We found evidence of this in a sample of records we looked at. We saw that regular checks of the fire equipment takes place along with regular fire drills. The manager told us that the maintenance team respond quickly to any issues identified from regular checks of the environment and equipment.

## Leadership and Management

There are systems and processes in place to monitor, review and improve the quality of care and support provided. We saw evidence that the manager and RI have good oversight of the service. We looked at documentation, which confirmed formal quarterly visits take place. On a six monthly basis, the RI produces a quality of care report. The manager appropriately notifies relevant regulatory bodies and statutory agencies when there are concerns or significant events that might affect the well-being of individuals receiving care.

People can access information to help them understand the care, support and opportunities available to them. The statement of purpose and service user guide accurately describe the current arrangements in place. This includes the service's accommodation, referral and admission process, the type of care and support available and ways in which it provides a Welsh language service provision.

Appropriately recruited, trained and supported staff care for people living in Albert Edward Prince of Wales Court. The records we examined show the provider carries out the necessary checks when recruiting staff. Enhanced staff recruitment checks are up to date. A large number of staff have worked at the home for many years, which provides continuity of care for people. Care workers receive training to meet the needs of the people they support the service is compliant with its core training requirements including infection control. New care staff receive an induction in line with Social Care Wales's requirements. There are robust up to date company policies and procedures in admissions, whistleblowing, infection control and medication. Staff receive regular supervision and appraisals. Overall, staff say they feel valued and supported and find the management approachable. Regular staff meetings take place. Staff we spoke with told us *"I enjoy working here"*, *"the manager is excellent, I aspire to be like her"* and *"It's a pleasant home to work in"*.





### 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. 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
N/A	No non-compliance of this type was identified at this	N/A

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