



Inspection Report on

April Court Care Home

**April Court Care Home
137-144
St. Helens Road
Swansea
SA1 4DE**

Date Inspection Completed

19/07/2023

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About April Court Care Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Wellchime Ltd
Registered places	78
Language of the service	English
Previous Care Inspectorate Wales inspection	15 December 2021 & 16 December 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

April Court Care Home has a relaxed, homely atmosphere that puts people at ease. People experience warmth and kindness from an attentive team of staff. Their health and independence are actively promoted. People enjoy a good social life. Enthusiastic well-being coordinators help people take part in individual or group activities within the home and the community. Staff have a good understanding of people's needs and preferences.

People receive appropriate, responsive care. Staff are available to give people the support they need and want. The service ensures staff are appropriately recruited and trained. Managers are approachable and supportive. They have fostered a culture of openness that places people's well-being at the heart of decision-making. The Responsible Individual (RI) supervises the management of the service effectively.

The home consists of three units that offer bedrooms and communal rooms over three floors. People make use of indoor and outdoor communal areas, which are thoughtfully presented and include some homely touches. There are effective arrangements in place for the cleaning and maintenance of the building. The home shares its site with a GP surgery that many people are registered with.

Well-being

April Court has a friendly, sociable atmosphere. People enjoy spending time with others in communal lounge and dining areas. They have developed good relationships with the staff and management team. Care workers regularly interact with those who choose to spend time in their own rooms. People enjoy visits from family and friends, who are warmly welcomed to the home.

People receive good quality care and support which enhances their well-being. The service recognises and caters for people's physical and emotional needs. Care workers know how people like to be supported. They keep clear records about the care they provide, which is consistent with the care outlined in personal plans. The home offers a varied programme of activities that enables people to try new things and keep active and positively occupied. People have enjoyable mealtime experiences. Care workers ensure people receive their prescribed medication. They access medical and specialist services to ensure people receive the best possible care.

People influence the service they receive. Resident meetings allow people to discuss life at the home, including their views about the meals and activities on offer. The RI also speaks with people about their experiences during visits to the service. People can choose where to spend their time and staff respect their decisions. Care workers treat people in a dignified, sensitive way.

The service has a robust recruitment process, which ensures people are protected by a safe, suitable workforce. Managers adjust staffing levels and working arrangements to meet the demands of the service. Safe staffing levels ensure people receive timely care and support. People are cared for by staff who have a strong value base and skillset. Staff undergo regular training and are familiar with policies and procedures, which help ensure they practice safely. Managers are responsive to feedback from others and will make changes to benefit the service.

People live in a clean, well-equipped home. There is ample indoor and outdoor communal space where people can relax and enjoy the company of others. Continuous environmental improvements are made to enhance people's daily experiences and help them identify with their surroundings. Suitable maintenance arrangements are in place to ensure the accommodation and facilities are in a good state of repair. Staff ensure the home is clean and free from hazards.

Care and Support

People enjoy life at April Court, where they have opportunities to build meaningful relationships. We saw people smiling and laughing as they engaged with staff. Managers and care workers respond promptly when people need physical or emotional support. Their compassionate approach visibly lifts people's mood. People are affectionate towards staff and take comfort from their interactions. One person said, "*Staff are more like friends.*" Staff show genuine care for relatives, adding to the sense of homeliness.

People take part in fun and rewarding activities. The home has two well-being coordinators who plan a varied programme of indoor and outdoor activities. These include gardening, walks in the park, trips to the coffee shop, quizzes, pizza making, reminiscence, sensory therapy and voluntary work. Work is underway to enhance the detail within individual activity plans, so they provide a fuller picture of people's backgrounds and pastimes. Records show that individual activities are centred around people's hobbies and interests. Many relatives have praised the home for its social opportunities and varied entertainment.

The service develops risk assessments and personal plans that account for people's care and support needs. Personal plans are reviewed every month to ensure they remain accurate. People told us they are content with the care they receive, although they do not regularly discuss their personal plans. Managers are working with staff to improve the care planning and review process. The electronic care recordings made by staff demonstrate that people receive the appropriate level of care, in line with their personal plans. Staff follow medical and specialist advice where there are concerns about people's health and well-being. Medication is stored and administered safely. Care workers are familiar with the falls prevention policy and are confident dealing with accidents and incidents. We saw care workers using moving and handling equipment correctly. They assisted people in a calm, professional and dignified manner, ensuring their comfort throughout the process.

The service helps people maintain a suitable diet. Care workers offer words of gentle encouragement and praise at mealtimes. They recognise when people need physical assistance and provide this straightaway. We found that people enjoyed a relaxed, sociable dining experience, as light-hearted conversation flowed freely. Care workers position food and drink items considerately to promote independence. People choose where to eat their meals and staff respect their decisions. People confirmed they always have enough to eat and drink. We saw from medication records that people consistently receive their prescribed nutritional supplements. The home accommodates people's requests for alternative meals, although people told us they would like more variety and different food combinations. A new menu is being introduced and will be discussed at an upcoming resident meeting. Staff keep clear records of what people eat and drink. They monitor people's weight and carry out regular audits so concerns can be acted upon quickly.

Environment

The environment is safe and well-maintained. All staff are required to complete health and safety training. The home operates CCTV for safety and security, as outlined in its policy. Routine health and safety checks are carried out by the maintenance officer, which the manager oversees. We found that equipment and facilities are serviced and inspected within recommended timeframes. Windows are fitted with restrictors to reduce the risk of falls from significant height. A recent audit has been carried out to ensure all large furniture is fixed securely. We saw that chemicals are stored safely. Some rooms are being renovated so they can be used for storage. People have safety equipment in their rooms, as outlined within their personal plans. We found the equipment to be working correctly. Care workers regularly check safety equipment when supporting people.

Where appropriate, care workers ensure people can access a call bell within their rooms, so they can request assistance when needed. Call bells can be easily accessed within bathroom facilities, which have the necessary adaptations and equipment. We saw care workers responding to calls and alarms within reasonable time. The manager audits call bell response times to ensure these are appropriate.

Private and communal rooms are nicely furnished and decorated. Private rooms have some personalisation and we saw that people keep their important items close by. Where possible, the home supports people to move to an alternative, suitable room if they wish. The manager is keen to add further personal touches to rooms. For example, there are plans to display personal profiles to help care workers get to know people. Photos and bilingual signs help people identify with their surroundings. The entrance foyer has recently been redecorated to a high standard. Considerable work is underway to uplift the home's appearance. The finish to exterior walls is being renewed and repainted. Extensive redecoration is also underway internally. Paintwork is being refreshed and floors renewed.

The private, secure gardens have been thoughtfully designed. People can move safely around the main garden due to its visible walkway. Seating areas allow people to spend time outdoors in comfort. The gardens include various features of interest, such as raised flower beds and a bus shelter. People grow vegetables in the greenhouse, which are later cooked and eaten. The manager told us of plans to grow produce for a market stall.

The home promotes a good standard of hygiene and infection control. We found private and communal rooms to be clean and tidy. Staff complete mandatory training in relation to infection control. Domestic staff follow general and deep cleaning schedules to ensure all parts of the home are clean and hygienic. People told us their individual rooms are cleaned every day. Laundry workers follow a system that ensures clean and dirty items are handled separately. The home was awarded a food hygiene rating of 5 (very good) in May 2022.

Leadership and Management

The service provides enough staff to ensure people experience appropriate, responsive care. Staff spend quality time with people following an increase in staffing levels. Care workers told us they like being able to offer people a hairstyling service as part of their morning routine. They are also available to have more frequent one-to-one conversations. Rotas show that staffing levels for each shift are consistent. The service ensures staff are appropriately recruited and vetted by the Disclosure and Barring Service (DBS). Staff receive a range of mandatory training relevant to the needs of the people they support. This includes training in relation to dementia and safeguarding adults at risk. The manager plans for all staff to attend an interactive dementia course due to the insight it offers. Staff told us they receive frequent reminders from managers when their refresher training is due. Training records show staff have a high level of compliance with the home's training programme.

Managers lead the service effectively. The new manager has brought renewed energy to the home and earned the trust of staff by introducing new and improved ways of working. Staff told us the manager and deputy manager are very approachable, supporting them on a personal and professional level. Records show that staff receive formal, individual supervision every three months, or more often if needed. These sessions allow staff to reflect on the experience of the people they support and consider their role in this. Actions are set following supervision meetings where practice improvements have been identified. Staff feel listened to and believe their views are valued.

The service has organised administration systems. Information about the service is readily available. Staff are clear about how to report safeguarding and whistle blowing concerns. They know how to access policies and procedures, which are kept under review. These are discussed during staff induction and supervision processes. There are effective quality assurance measures in place. These include three monthly visits to the service by the RI and six-monthly quality of care reviews. The RI assesses standards at the service and continuously sets and reviews actions for improvement. The service has received numerous compliments about the quality of care staff provide. Managers deal with complaints in line with the service's complaints policy.

The provider has invested in the service. Extra administrative staff have been recruited to support the digitalisation of staff records. Extensive renovation of the building is also underway. We can conclude that the service is being provided in line with its statement of purpose; a fundamental document that explains what the home offers and how it will support people to achieve the best possible outcomes.

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
48	The registered person is not compliant with regulation 48 - Facilities and equipment because emergency call systems did not have the alarm call button leads attached in place in 2 of the bedrooms seen by us in the sample of rooms checked. The emergency alarm pull cords in several bathrooms and toilets were tied away and maintenance had to be called in one instance to address this.	Achieved
21	- The registered person is not compliant with regulation 21 - Standards of care and support. - This is because monitoring of care plans were not kept up to date or fully completed. Auditing of care files failed to identify where omissions in monitoring had recordings had occurred.	Achieved

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