Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

Aria Care Home

147 Bryn Bevan
Newport
NP20 5QN

Date Inspection Completed

24/07/2024

About Aria Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Arcadia Care Homes Ltd
Registered places	28
Language of the service	English
Previous Care Inspectorate Wales inspection	[19 July 2023]
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies, and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

People told us they are happy with the care and support they receive in the service. People have opportunities to join in with a range of activities to suit their preferences, we saw people enjoying bingo as well as a movie screening in the home's cinema. Care staff are consistent and familiar with people. Care staff respond to people's needs in a timely manner and are professional and friendly in their approach.

The home is in the process of ongoing renovation. The responsible individual (RI) has shared the schedule of work with people, families, and their representatives. The service is ensuring that work is minimally disruptive to people living in the home, with some work scheduled overnight.

The management of the service has very good oversight of the home. Care staff and people living in the service are confident the manager listens to them and takes action when required to make positive changes. Care staff are well supported and feel confident to raise any concerns. The manager has ongoing support from a capable team of staff in the home, as well as from the RI.

Well-being

People experience choice and control over day-to-day life. There are opportunities for people to make frequent choices in their day, and people are supported with the right information, in a way that works for them. We saw notice boards with a range of information for menus, and activities on display. All calendars and dates are correct in the communal areas as well as people's bedrooms to ensure people are orientated well. People are engaged throughout the day. There is a schedule of planned activities in place for people to choose from. People can participate at their leisure, and there are alternatives available for people also. We saw people chatting and enjoying one another's company, as well as the company of their familiar care staff. There has been a consistent team of staff in the service since the last inspection. We observed people knowing staff by name, and people being attended to in a professional but familiar manner.

People are treated with dignity and respect and treat others the same. The atmosphere in the home is pleasant, and upbeat. People appear content in one another's company. We saw the manager is proactive in assessing people's needs prior to coming to the home to ensure people are compatible. The manager and care staff ensure people's individual circumstances are considered in the care planning process. People's preferences and wellbeing are at the forefront of care provided. The management meet with people to gather feedback, and for people to contribute to the decisions that affect their lives. We found action is taken by the manager and RI as a result of feedback from people and their representatives.

Physical, mental, and emotional well-being are prioritised in the service. People are active and do things to keep themselves healthy. In consultation with people and their families, the home has recently trialled an initiative to switch to decaffeinated beverages. This has led to a significant reduction in falls and has had a positive impact on the wellbeing of people in the home. People are protected from abuse and neglect. There are policies and procedures in place to safeguard people. Care staff are aware of their roles and responsibilities in safeguarding people at the service. People told us they are confident to raise any concerns with the manager or care staff and are assured they are listened to.

Care and Support

Feedback from people living at the home and/or their representatives is positive,. People told us they *“Feel well looked after,”* or *“Can’t grumble…nice friends, staff are very helpful.”* We observed polite, warm, and friendly interactions between people and care staff throughout the inspection. Care staff are attentive and know people’s preferences well. People spend time together for meals in the dining area. The manager and team have worked on reducing distraction at mealtimes to ensure people are able to focus on their food and drink. We saw people sat at tables of their choosing with people they wanted to spend time with.

The service considers risks and people’s specialist needs in the assessment and care planning process. People are supported to be as independent as possible. Where people are unable to keep themselves safe, the necessary procedures are followed. Appropriate arrangements are in place with the Local Authority to ensure decisions are made in people’s best interests, when required. People have personal plans in place to support care workers to help them achieve good wellbeing and quality of life. The personal plans are of a good quality, and are focussed on people’s strengths and abilities, as well as their areas of need. The plans and documentation are reviewed frequently. We saw records of any changes and updates made to plans, alongside those the home had consulted, such as social workers and health professionals. The manager and senior care staff have good oversight of the personal plans and ensure they are updated in line with people’s changing needs. People can be assured care staff work to the most up to date plans and guidance. Care staff keep thorough notes of the care and support they deliver which are recorded electronically and in real time.

There are clear processes in place to support the safe handling of medication in line with the home’s policy. Medication processes followed at the home are based on current legislation and best practice guidance. We saw medication is audited routinely, and the manager has daily updates relating to medication administration in order to ensure people are safeguarded. The service promotes hygienic practices and effectively manages infection prevention and control procedures. Care staff wear appropriate personal protective equipment when attending to people, or their medication.

Environment

The home offers plenty of space for people to spend time communally or privately in their rooms. Communal areas consist of a small garden which is well presented, a dining area, lounge, cinema room and hair salon. We saw people making the most of the cinema for a rainy day film screening during the inspection, as well as participating in a quiz and bingo in the lounge. People choose where they sit in their social circles. The lounge and dining area are cozy and clean, with ample seating. The home has given thought to the décor of the cinema room and hair salon, drawing on familiar themes such as red curtains in the cinema, and posters in the salon to give familiar or recognisable feel.

People's bedrooms are spacious, and clean. Housekeeping teams work throughout the week to make sure people are comfortable and happy in their environment. One of the team told us *"I just love to make their rooms nice, and to lay their things out nicely for them, it makes me feel good."* Each bedroom is personalised to people's taste, with people's photographs and trinkets on display. Bedrooms have ample seating for people to have visitors in private should they choose. Each bedroom is light and bright. Bedrooms are equipped with ensuite toilets and sinks. There are communal bathrooms on each floor which contain specialist equipment for people to use as required. The home ensures that all equipment is maintained and safe for use. There is a rolling system for checking and maintaining the home, and specialist contractors come to service the homes electrical and gas, and fire safety. The RI has placed QR codes up around the home so people, families, and care staff can report maintenance issues quickly and effectively. The manager and RI audit safety and maintenance checks routinely to ensure action is taken as required.

There is ongoing renovation work in the home, with a focus on increasing the energy efficiency of the building, as well as updating and refreshing the interior décor. More work is required to update the décor of the home, and the RI has taken feedback on board from people and families about this. There is a plan in place to address the decorating and involve people in the process. This plan has been displayed and shared with families in order to be open and transparent about the process. There are bilingual signs in place for communal spaces.

Leadership and Management

People benefit from effective the leadership and management. There are robust governance arrangements in place to support the smooth running of the service. The RI is invested in improving systems in the home to provide a positive working environment for care staff, as this will enhance the experience for people. Recent initiatives to increase the minimum rate of pay and provide staff with a 12 month rota have led to high staff retention. This has resulted in improved relationships between care staff and people living at the service, who now receive good continuity of care. Several care staff told us this has improved their work life balance, and one said they *"Love it here."* The RI carries out regular analysis of data in relation to the home and works alongside the manager to identify patterns and trends, as well as to consider initiatives the home can try in response to these. The RI seeks feedback from people, their families and care staff and prepares a report on the quality of care provided at the service. The reports outline the feedback received, and evidence the home's response to this. There is clear oversight and governance taking place in the home.

The home follows safe recruitment processes, and care staff are supported to register with Social Care Wales the workforce regulator. Care staff receive regular support and supervision. They told us the manager is responsive and approachable, and they feel confident to raise any concerns and issues with them. One person told us the manager is *"Very staff orientated"* and another told us they are *"Always checking in."* Care staff are well supported and speak positively about their opportunities to grow and develop within the service. There are ongoing learning and development opportunities for staff, and these are managed and reviewed frequently to ensure compliance. The home has taken the decision to only promote from within, which has given staff opportunities to develop competencies and progress within the service. Staff working in all roles are consulted and have opportunities to feedback during meetings.

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

N/A	No non-compliance of this type was identified at this inspection	N/A
36	Care staff have not received regular one to one supervision. Ensure that all care staff receive a one to one supervision at least every quarter with consideration to new staff who may require additional support and supervision.	Achieved

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