



Inspection Report on

Newton Court Residential Home

**Newton Court Residential Home
Newton Court Highpool Lane Newton
Swansea
SA3 4UX**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

12/09/2024

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About Newton Court Residential Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Christadelphian Care Homes
Registered places	28
Language of the service	English
Previous Care Inspectorate Wales inspection	8 Jan 2024
Does this service promote Welsh language and culture?	This service anticipates, identifies, and meets the Welsh language and cultural needs of people who use, or may use the service.

Summary

People receive an excellent standard of person centred care and support at Newton Court. People and their relatives told us they are extremely happy with the care and support provided. Care workers told us they receive a good standard of support from the management team. Care planning processes are robust and thorough. There are good staffing levels that correspond with the statement of purpose (SoP). A competent and well trained team of care workers work in the home. There are highly effective quality assurance processes for oversight of the service provided and a dedicated management team. The accommodation is well maintained and presented to a high standard. There are large well-kept grounds that people can safely access. Bedrooms are personalised to the taste of the individual. There are beneficial and rewarding organised activities people can participate in. People told us the variety and choice of food is very good. People are safe and staff understand the importance of safeguarding and reporting any concerns. The building is secure with all entrances and exits locked and alarmed. There are good infection control procedures in place and the home is clean, well-ordered and clutter free throughout.

Well-being

People's physical, mental health and emotional well-being is supported and upheld to an extremely high standard at Newton Court. Staff and managers are dedicated and committed to the work they do. People and relatives informed us they are very happy with the support provided and caring approach of staff. Relatives informed us communication with and from the service is very good. We noted positive interactions between staff and people throughout the inspection. Many comments were made by people and staff about the warm, friendly and family oriented culture and feel in the service. People of Christian faith receive an exceptional standard of pastoral care and organised religious activities. There are robust and thorough processes in place for assessing, monitoring and reviewing the care and support needs of people. There is good communication with local community health services, to ensure people receive the necessary health care at the right time. People access a wide variety of beneficial activities both in and outside the service.

People live in a very high standard of accommodation. The service is comfortable, clean and bedrooms are personalised to the taste of the individual. The home has been further improved and updated since the last inspection. There are very high standards in respect of food preparation and storage. People spoke highly about the choice and standard of food provided. The environment is safe, well maintained and presented throughout. There are extensive pleasant grounds for people to enjoy.

People are treated with dignity, respect and their voice is heard and listened to. People are consulted about their preferences, choices and support needs on a regular basis. Policies and procedures provide clear guidance for staff to understand their role and how they should provide care and support. The current SoP is consistent with the service provided. Care workers told us they enjoy working in the service and get very good support from managers and the responsible individual (RI). Care workers receive core training in a wide variety of care related subjects in line with the SoP. Care workers receive regular planned supervision and appraisals.

People are protected from abuse and neglect as care workers and managers understand their safeguarding responsibilities and are aware of how to raise concerns should they need to. All care workers spoken with showed good knowledge and awareness of safeguarding procedures. There are robust infection control procedures and cleaning schedules in place to minimise risk.

Care and Support

People receive an excellent standard of care and support at Newton Court. We spoke to four people using the service and two relatives during the inspection. One person told us *"All the staff are lovely and very caring. There are always lots of activities here."* A relative stated *"They treat people as individuals. Everything is on a personal level here. They really care and accommodate"*. Positive and respectful interactions were observed between care workers and people throughout the inspection. We also received inspection feedback questionnaires from people, relatives and care workers, all of which are exceptionally complimentary about the care and support provided.

People's care and support needs are clearly documented in a detailed, thorough and regularly reviewed online personal plan. A sample of personal support files viewed contain very strong personalised information regarding likes, dislikes, care and support needs and risks. Managers complete separate personal plan review forms that fully include the contribution of people and relevant others. A new 'keyworker' system is being introduced; this means there will be an identified care worker for each person. This will further enhance person centred care planning and outcomes for people when fully introduced. There is comprehensive information regarding health care needs such as pressure area care and specific risk assessments for staff to follow. The service has highly effective links with the local GP surgery. There are thorough and robust pre-admission procedures to ensure the service can fully meet the care and support needs of people.

There is exceptional pastoral care and support for people whose Christian beliefs are important to them. The service is provided primarily, but not exclusively, for members of the Christadelphian community. People are supported to attend local church services. For those who are unable, there is a live link to a large screen television in the home. There are numerous activities focused on related religious beliefs such as Bible readings, hymn singing, prayer sessions etc. The service is also supported by local church volunteers who regularly visit the home and offer support in relation to activities such as art, gardening, singing etc.

People are protected from abuse and neglect as managers and care workers understand their safeguarding responsibilities and are aware of how to raise concerns should they need to. All care workers spoken to showed good knowledge and awareness of safeguarding procedures. There are good infection control procedures in place to ensure people are as safe as possible. We saw robust and safe medication processes in the service and trained competent staff administer medicines and keep appropriate records.

Environment

People are cared for in a clean, homely and secure environment. People's bedrooms are nicely decorated, clean and personalised to the taste of the individual. People like living in the home and referred positively to their bedrooms and communal spaces. We saw external exit and entry doors to the home are safe and secure. The home is extremely well maintained and decorated, clean and clutter free throughout. Since the last inspection further work has been carried out, including new floor coverings, creation of a new activity room on the first floor and a new summer house in the garden. There is bi-lingual Welsh and English signage throughout the home. We saw people enjoying a large communal lounge/dining area with a separate large conservatory. We saw people taking part in an art session in the lounge area. We viewed the kitchen and food preparation areas and were informed there is a current food hygiene rating of five in place. This means there are very high standards in place regarding food storage, handling and cleanliness. The kitchen staff have a good knowledge of people's dietary needs including specialist requirements such as diabetes and swallowing difficulties. All people spoken with inform us they enjoy the variety and choice of meals. We viewed the extensive well maintained grounds and courtyard. We were informed people are involved in activities outside such as gardening and growing vegetables. The home also has a separate self-contained bedroom that relatives have previously used when visiting people. We were informed by the RI and a Trustee of future plans to enhance the external grounds and create a safer environment for people living with dementia.

The environment is safe, secure and there are very robust processes in place to ensure checks are completed and documented. Safety certificates for gas installations, lift operation, fire alarms, hoists and slings, portable appliance tests (PAT) are in place. We saw a detailed comprehensive spreadsheet containing oversight of all maintenance, accidents, infection control, fire procedures and health & safety in the home. We saw cleaning products are stored safely, appropriately and according to control of substances hazardous to health (COSHH) regulations. There is a large, dedicated laundry room and soiled items are separated from clean, thus observing good infection control. Fire alarm checks are completed regularly and documented accordingly.

Leadership and Management

There is highly effective oversight and governance of the service by the management team. The provider has appointed a local person as Trustee and they visit the service regularly and report to the management board and fellow Trustees. Policies and procedures are very detailed and robust covering areas such as safeguarding and complaints. All policies viewed are thorough and reviewed regularly. The RI and managers are active and visible in the service. A new RI has recently been appointed who was the previous manager so knows the service extremely well. A person told us *"the managers are lovely and nothing is too much trouble"*. The service has very robust internal and external quality assurance procedures and processes to ensure the service provided is of a very high standard and safe. There is a part time manager working alongside the deputy and a senior care worker. The current SoP accurately describes the service provided. There are regular planned resident and staff meetings taking place in addition to daily handover meetings. We saw written reports that confirm this and the manager informed us the RI is extremely supportive and regularly visits the home. We saw many positive interactions between managers and staff and with people living at the home. We read reports such as quality of care reviews that cover areas such as consultation with people, staff, quality improvement, safeguarding and accommodation, with clear related actions. Communication across the service is highly effective with newsletters, a detailed written guide to the service and regular planned resident meetings.

People are cared for and supported by well trained and managed staff. We spoke to three care workers during the inspection and also received a staff feedback questionnaire. Feedback was overwhelmingly positive about the support received from managers, the culture in the service and quality of training received. A care staff member told us *"Very well supported. There is always support and the office door is always open. I feel very well supported"*. Another care worker stated *"It's lovely here, like a family, and we all help each other"*. Staff records are kept in a locked filing cabinet in an office. Records indicate new care staff receive a thorough induction aligned with the All Wales Induction Framework (AWIF). Staff receive thorough training in subjects such as dementia care, emergency first aid, safeguarding etc. Staff files contain the appropriate recruitment information and evidence of checks including current Disclosure and Barring Service (DBS) certificates. All staff are registered with Social Care Wales (social care regulator in Wales). There is good compliance in relation to staff supervisions and appraisals taking place.

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.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

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