



## Inspection Report on

**Ashdale Nursing Home**

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

## **Date Inspection Completed**

16/12/2024

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## About Ashdale Nursing Home

|                                                       |                                                                                                                                                  |
|-------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| Type of care provided                                 | Care Home Service<br>Adults With Nursing                                                                                                         |
| Registered Provider                                   | Ashdale Care Ltd                                                                                                                                 |
| Registered places                                     | 43                                                                                                                                               |
| Language of the service                               | English                                                                                                                                          |
| Previous Care Inspectorate Wales inspection           | 04 January 2023                                                                                                                                  |
| Does this service promote Welsh language and culture? | This service is making a significant effort to promote the use of the Welsh language and culture or is working towards being a bilingual service |

### Summary

People who have made Ashdale their home are cared for by a team of workers who are effectively led by an experienced manager and motivated senior staff. A nurse is on duty at all times for advice and support. The team understand the values set by the manager in respect of person-centred care and strive to improve quality and people's overall experience.

There are some very robust governance arrangements and the Responsible Individual has good oversight of the service. They have regular contact with the manager and the care team and there is a high level of mutual respect.

Care and support plans are comprehensive and inform and drive care. Daily records are mostly comprehensive and show a good level of engagement. The knowledge care workers have of people, together with the care records, mean people receive the care and support they need.

## Well-being

The provider takes steps to make sure people are safe and protected from abuse, harm and neglect. Care workers know what they are required to do if they suspect an individual is at risk and they are confident their manager would take the steps necessary to make sure people are properly safeguarded. Care workers have training in safeguarding to make sure they have the most up to date information.

The physical environment contributes to people's well-being. The work completed has been done to a high standard and the planned improvements will enhance the environment further, both internally and externally.

There is a very good focus on engagement, with people being offered opportunities to do things that matter to them and that they enjoy. The investment made by the provider in respect of staffing levels and activities workers mean engagement is person centred and the commitment to evidence-based care must continue to build on the work already being done.

The relationships people have with those supporting them is very good. Care workers know people well and they have time to give care in a patient and unhurried way. Interactions are kind and friendly with the team practicing the values which have been set by the manager. One care worker said, *"It's like having loads of Nana's and Granddad's"*, and talked about how it is the people they support that motivates them.

The management of the service is very good as the manager; senior staff and the directors are considered to be approachable, responsive and to have a focus on quality. People and their relatives have a lot of confidence in the leadership of the service.

## Care and Support

Care and support plans are comprehensive and reviewed regularly. There are plans for a range of areas including communication, personal care, mobility and relationships.

Individual plans consider the person's strengths, needs and risks. Daily entries are person centred and set out clearly what the person had to eat and drink as well as how they spent their time. Most people have a helpful personal summary which includes 'what's important to me, people who are important to me, how I communicate and please do & please don't.' Care workers find the care and support plans helpful and have time to read them.

There are some opportunities for people to do things that are important to them. Two activities workers are employed who work flexibly over six days. Some people take part in group activities, which include bingo and quizzes. The needs of people living with dementia are met as the activities workers do "forget me not" sessions. One of the activities workers has signed up to an evidence-based group called "Golden Carers" and from this a range of activities and opportunities for engagement have been offered. One of these is armchair travel where different countries are explored. This involves music and food from that country. The team look at what is right for the person and this could include spending time individually reading or listening to music. A relative confirmed this did happen. The importance of people keeping in touch with friends is acknowledged. One person hosts a regular group and this is encouraged by the team. Some people spend time away from the service and there are visits from local children which have a positive impact on people. During the inspection, an armchair exercise group was taking place, with the worker skilfully engaging people. A craft activity was also taking place with people speaking fondly about the worker. One person enjoys spending time away from the service and told us "*We go out for a walk and end up in the pub*". Recently, there has been a visit from a harpist, a local choir a therapy dog as well as people doing some baking. People talked about how much they enjoyed these activities.

The relationships people have with those caring for them is very good. Interactions are friendly and professional. They show care workers know people well and know how to engage with them. Care is not rushed and care workers are able, to some degree, to manage their time to meet people's needs. The manager and their team seek opportunities to make things better for people. They speak about having a lot of "*passion*" for their work. Care workers are motivated, with one saying, "*I love it*" and another said "*it's amazing*" when describing their work.

Relatives have a high level of confidence in the service, feeling the decision for people to move into Ashdale has been a good one. Some people went there for respite and liked it so much they decided to stay. Relatives appreciate the "*round the clock care*". They find the service is safe and the staff "*efficient*" and "*lovely*". Relatives appreciate the efforts made by care workers to get to know people, and to know what is important to them. There are many

recent written “compliments from relatives as well as professionals and other visitors, with one saying *“We just want to take a moment to tell you how much we appreciate everything you have done for us as a family.... Thanks ever so much... we just wish there were more people like you in the World”*”.

People’s physical health needs are met. A nurse is on duty at all times and offers advice and help to care workers as necessary. A comprehensive record is kept of all incidents and accidents which shows a skilled assessment has been completed by the nurse. Moving & handling and pressure relieving equipment is available. One person said the care workers help them to reposition every four hours or so, and confirmed they have no problems with their skin. Care plans state how often repositioning is to be carried out and the records show in most instances this is done. However, there are some gaps in the records and care workers attribute this to omissions in recording and are confident the tasks are carried out. District nurses visit the service regularly and one person is seeing an improvement in their wounds which are due to an ongoing health condition. People’s weight, blood pressure and other vital signs are monitored every month and any changes are noted and where necessary, acted upon.

There is an understanding of the importance of good nutrition and hydration. Meals are made either using fresh ingredients or pre-prepared meals which have been checked for their nutritional values. There is a team of catering staff who are, at times, supported by care workers who work flexibly to meet people’s needs. Most of the team are happy to work across the areas to meet people’s needs. A hydration project is starting soon, where the emphasis is people remaining well hydrated. Each person will have a mealtime guide which sets out what the person likes and how support is to be offered. The benefits of this project will be evaluated after a period of time.

People’s views of the meals are mixed, with some describing the food as *“lovely”* and *“really good”* but other comments include *“it’s not brilliant”* and *“I wish it was nicer”*. There is a choice of meal and alternatives are offered as requested.

Special diets are catered for and special events are celebrated.

## Environment

People live in a service which meets their needs. Accommodation is on one level making it easier for people to mobilise through the service. Efforts have been made to decorate the service nicely for Christmas, which also has the therapeutic benefit of helping people living with dementia.

There have been some significant improvements to the environment. The work to the main lounge; dining room some bedrooms and bathrooms is complete and these rooms are light and airy. The maintenance workers who have done the work show good attention to detail and the work has been done to a very good standard.

There are plans to refurbish other parts of the service to give people a more comfortable home. This includes a new quiet room and lounge in the area where people living with dementia reside as well as plans to redecorate and refurbish the corridor and other bedrooms. Care workers are excited with the planned changes.

People have personalised their rooms with items of furniture, photographs and ornaments. Bedrooms are spacious meaning people can sit and spend time in their rooms if they choose. Many rooms have ensuite facilities.

Standards of cleanliness are good. There are no malodours. Some carpets are stained and worn, but there are plans to replace these imminently.

The kitchen has been awarded the maximum score of five by the Food Standards Agency. It appears clean and the catering team have the equipment they need. Regular quality audits show a very high level of compliance. Cupboards are well stocked and food in the fridge is appropriately labelled.

There is some outside space which is accessible for people and further plans have been drawn up to make a secure garden area for people living with dementia to use.

Equipment and services are maintained and serviced in line with requirements to make sure they are safe to use.

## Leadership and Management

The manager and RI have very good oversight of the service. The RI visits regularly and the reports written are both reflective and concise. They demonstrate people living and working at the service have been consulted. They acknowledge areas where the service is doing well, and also where improvements are needed. The leadership of the service is very good, with an experienced manager who sets the tone for the service. Care workers appreciate the leadership of the service with one saying “*They are fabulous employers*” when describing the directors of the service. The manager is described as “*very receptive*” and “*really very good*”. Care workers speak warmly about the efforts made by the manager to recognise their hard work, saying “*It doesn’t go unnoticed*”. Some of the team recently showed their appreciation of the manager to recognise how they had gone above and beyond what was expected of him. The Quality of Care report is comprehensive and is a measure of the progress made by the service as well as identifying the priorities for the next reporting period.

The recruitment process is safe and robust. Records demonstrate a full employment history is provided and suitable references obtained. The majority of care workers have a current DBS, and if there are any delays in renewals being obtained, a risk assessment is completed. Care workers’ personal information is held electronically and only those with a legitimate reason have access to it.

Care workers feel they have the training they need to safely and effectively carry out their duties. An experienced, motivated and well-regarded trainer delivers most of the training to staff and they are described as “*fantastic*” by their colleagues. Care workers are able to request additional training if they think this is needed. There are opportunities for promotion where workers skills and knowledge are recognised. Care workers complete training in a range of areas, including professional boundaries; fire safety; dementia care and food safety. The training matrix shows most training is up to date

Supervision is carried out and the matrix shows this is generally up to date. Care workers get feedback on their work and are able to talk about any ideas or concerns they have. They can also talk to the manager and other senior staff at any time, recognising the open-door policy encouraged by the manager.

The focus on quality is maintained. A range of meetings take place where staff are able to talk about any areas of the service, with the ultimate aim of efficiency and quality. Staff feel valued, which leads to high levels of motivation and drive.

| 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 | N/A    |

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|  | inspection |  |
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