



## Queen Elizabeth Court



Queen Elizabeth Court, Clarence Drive, Llandudno, LL30 1TR



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### Service Information:

Operated by:	The Royal Masonic Benevolent Institution Care Company
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with personal care, Care home for adults - with nursing
Registered places:	62
Main language(s):	English
Promotion of Welsh language and culture:	The provider makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

## Ratings:



Well-being

**Excellent**



Care & Support

**Good**



Environment

**Good**



Leadership & Management

**Good**

## Summary:

People living in Queen Elizabeth Court benefit from being cared for by a consistent care staff group who know their needs well. People have a voice and can influence their care. The rating for well-being is “Excellent”. This is because people are supported to meet their aspirations and objectives to a high degree. Activities available for people are, with little exception, creative, proven and praise-worthy. People praised the activities available for them, we saw consistent planning regarding varied activities to encourage memory, interest and socialisation. People are happy with their bedrooms and facilities in the home and feel they have choices regarding décor. People feel safe in the home and care staff are trained regarding safeguarding and protecting people from harm and neglect.

Care staff treat people with respect and dignity. People said they have good care and support. Any new symptoms are identified quickly and medical assistance sought. People's personal plans centre around their individual needs and are kept updated to ensure they continue to meet changing needs. Medicine administration and storage practices are sound and reflect good practice. The home presents as clean and tidy and infection control practices are compliant with best practice guidance. The rating for care and support is "Good" as care is provided in a way which supports people's needs and preferences.

People live in an environment which is well maintained and comfortable. Plans are in place to continually upgrade and refresh the environment. The home is spacious with good facilities. There are several communal spaces, areas promoting calm and others for socialisation. The rating for the environment is "Good" as systems are in place to ensure people's safety and maintenance plans are in place to ensure a service which is continually evolving to meet people's objectives.

People benefit from living in a home which is well managed and senior staff have good oversight of the service provided. The Responsible Individual (RI) meets the needs of the regulations by visiting the home regularly and providing reports assessing the quality of care given to people. Care staff receive training and supervision to support good practice. Continuity of care is provided by a stable care staff group who are safely recruited. Providers invest in the home to ensure good standards of care. The rating for leadership and management is "Good" as standards are continually monitored to ensure good care.

## Findings:



### Well-being

Excellent

People live healthily and safely with control over their lives. People are very happy in the home; we had sterling feedback from the people spoken with. One person said, *“My health and well-being have improved since being here”*, and *“I wish I’d moved here years ago”*. People’s personal plans are person centred and prioritise their objectives which are supported by positive risk management. A person said, *“I can still be independent.”* They explained how the service supports them to go out and about and attend local and far-afield meetings and events. The activities in the home are, with little exception, meaningful and well organised. We saw preparation for a Christmas fair, with stalls and games and Christmas décor in the reception and throughout the home. Family members told us they were excited to attend the event with their relative. Neighbours and local school children were also invited. Families said they are always welcome in the home and grandchildren are, *“Made a fuss of”*. We saw people dressed in 1920’s attire, watching a black and white silent film whilst an entertainer played the piano, people said they enjoyed it. A person showed the weekly newsletter they all receive showing the activities and events available in the week, they said communication in the home is, *“Excellent”*. The manager told us activities staff in the home had been short-listed for an award for their work. The home has started a “wishing well” project where people can write their dearest held wishes and objectives. Two people who missed walking in and climbing the mountains were taken to Snowdon and treated to a train ride up the mountain which they thoroughly enjoyed. Overall, we saw a superb commitment to providing activities for people which helps them achieve their personal aspirations and outcomes.

People are protected from abuse and neglect. People are aware of how to raise concerns should they need to and are assisted with communication needs. People’s first language choices are recorded in their personal plans, and the service is working towards an ‘Active Offer’ of the Welsh language by including the preference for Welsh speakers in their recruitment adverts. Any communication difficulties are recorded in personal plans and strategies for assistance are recorded. Care staff told us they are aware of how to raise concerns should they be worried about a person’s care.

People live in accommodation that supports their well-being outcomes. People praised the environment and their bedrooms, one person said, *“This IS my home”*, another person said, *“I am at home.”* People said they are comfortable, a person commented, *“My bedroom contains all I need.”* A family member commented on the cleanliness and homeliness of the home describing it as, *“So welcoming”*. The home is spacious and there are areas for people to socialise in or quieter areas for relaxing. People said they have daily choices as to where they wish to spend their day.





## Care & Support

Good

People receive care and support which enables them to achieve their personal outcomes. Care is planned in a person-centred way and records their wishes, aspirations, risks and specialist needs. Personal plans are tailored to people's needs and are frequently reviewed to account for any changes and to keep plans current. Care staff have electronic devices to input into care records as they go along ensuring care records are correct. Personal plans include people's preferred routines and choices ensuring they have a voice in their care. People's history and people and dates of importance are also included in their records to enable their personal objectives. We saw evidence of good health monitoring, people said care staff pick up when they are unwell and source medical attention in a timely way. A person said care staff anticipate their needs and bring medicines as prescribed to alleviate symptoms. We noted good rapport between people and care staff. People said care staff are, "*Respectful*", and "*Kind*". Each unit in the home has its own care staff and people experience continuity in care from care staff who know their needs well. Communication needs are recorded, and people receive support to make their needs known. People are assessed before receiving the service to ensure the home can meet their needs. A family commented they were pleased with the transition from the person's own home to living in Queen Elizabeth Court, they said, "*It was such an easy transition.*"

People are protected from harm and abuse. Care staff receive training and refresher training regarding safeguarding and are aware of local reporting processes to keep people safe. Care markers such as falls rates are audited to look for any patterns and address any issues. Senior staff report incidents and accidents appropriately to Care Inspectorate Wales (CIW) and local authorities.

People's medications are safely managed. There are good storage and administration practices in the home. Medications are stored in specific rooms which are temperature checked to keep them in an optimal way. There are good ordering systems in the home to ensure people have good stocks of their prescribed medications. Nurses have medicine refresher training to ensure good knowledge and practice. Medicine stocks are counted and recorded and there are good auditing systems for receiving medications into the home and destroying medication which is no longer required.



## Environment

**Good**

People live in a home which cares for their health and safety. The home presents as clean and tidy and has spacious lounges and dining areas. Walkways and fire exits are kept clear of obstacles and are spacious so that people can walk around safely. People can choose to spend time in their bedroom or in the lounge areas to socialise, engage in activities, eat meals in and have visitors. The home is spacious and has good sized bedrooms which are maintained to a good standard for people's comfort and enjoyment. An over-flow car park is planned to accommodate visitors and care staff. People can have a say in the décor of their room and can personalise them. There are appropriate facilities in the home and people are happy with the laundry service provided. The hygiene rating for the home is five, this is the highest rating possible. People can access the equipment needed for their safe care; this is well maintained and serviced to ensure their safety.

Health and safety checks and assessments are in place and up to date to enable people's safety. Utility checks and certificates are in place for water, gas and electricity. Weekly fire alarm checks are conducted, and care staff are trained regarding evacuating people in the event of a fire. People have personalised Personal Emergency Evacuation Plans (PEEPs), to ensure their safe evacuation in the event of an emergency. There is a maintenance person employed to ensure the upkeep and maintenance of the home. Housekeeping staff are employed to ensure the home is clean and has good infection control. Entrances to the home are locked and people sign in and out for accountability and a record in the event of a fire or emergency of any extra people within the home. There are car parking areas to the front of the home with sufficient space for ambulances if required.



## Leadership & Management

Good

The provider has good governance arrangements in place to ensure the smooth running of the service. The RI visits regularly and considers the views of people, family and care staff regarding the service. The RI provides a quality report about the home in line with the requirements of the regulation, the RI considers people's well-being, the care and support provided, environmental needs and maintenance and managerial issues such as staffing requirements, training and supervision. Senior care staff feel supported by the RI and can access training required for their roles. Service audits conducted by senior care staff are discussed with the RI and any actions to be taken to maintain good care standards. People have information regarding the service prior to using the service, this information is frequently reviewed to ensure its accuracy.

Care staff are safely recruited. We saw from staff records that appropriate employment checks are in place and in date to ensure they are appropriate to work with vulnerable adults. Checks are made to ensure care staff are qualified and registered with Social Care Wales and the Nursing and Midwifery Council. Staff receive regular training and supervision suitable for their role. Work is ongoing to ensure good morale among care staff groups and to ensure good communication and that they can access the support they require. A nurse said they are supported to give people good care and can have a voice in the running of the service, they said, *"I sleep easy at night knowing we are enabled to give people the care they need,"* The service retains good numbers of care staff to ensure continuity of care for people.

The provider invests in the home; the building is maintained to a good standard to provide dignified surroundings for people. People are offered meals made with fresh ingredients and can access snacks and drinks as required. Care staff are safely recruited, and investment is made in appropriate training. Equipment is replaced as required as are soft furnishings, towels and bedding.

## Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

**CIW has no areas for improvement identified following this inspection.**

**CIW has not issued any Priority action notices following this inspection.**

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