



# Inspection Report on

**Woodside & Elms**

**Bettws  
Newport  
NP20 7AE**

## **Date Inspection Completed**

26/06/2024

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## About Woodside & Elms

|                                                       |                                                                                                                                                                             |
|-------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Type of care provided                                 | Care Home Service<br>Adults Without Nursing                                                                                                                                 |
| Registered Provider                                   | Accomplish Group Specialist Care Limited                                                                                                                                    |
| Registered places                                     | 8                                                                                                                                                                           |
| Language of the service                               | English                                                                                                                                                                     |
| Previous Care Inspectorate Wales inspection           | <a href="#">[7 December 2022]</a>                                                                                                                                           |
| Does this service promote Welsh language and culture? | This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture. |

### Summary

People are happy with the care and support they receive at the service. Feedback from people living at the service is sought by the manager and Responsible Individual (RI) regularly. We found the manager is responsive to feedback. People receive care and support in line with their personal plans and are supported to be involved in setting and reviewing their well-being goals.

The home is well maintained, although there are some signs of general wear and tear, there is a plan in place for the ongoing maintenance of the home. The environment is personalised to meet people's needs. Support workers help people to manage their environment and keep it clean and tidy.

There is good oversight of the day-to-day running of the home. Support workers and people living at the service speak highly of the manager and wider management team. Support workers told us they are well supported and encouraged to develop within their roles.

## Well-being

People have control over their day-to-day lives; they know and understand what care, support and opportunities are available and use these to help them achieve their well-being goals. Key workers support people to provide feedback and review their personal plans and goals. People appear engaged, and active in their care and support. There is a written guide to the service to enable people to access the right information in a way that is accessible to them.

We observed support workers engage positively with people, who are treated with dignity and respect. There is a respectful culture within the home which encourages people to share their opinions and feel listened to. Support workers consistently praise people throughout the day, celebrating every success, no matter how small.

Physical, mental, and emotional well-being are prioritised in the service. People are supported to access appointments with health practitioners, as well as specialists working for the service provider. The manager keeps accurate records relating to health appointments and attendance at these. Key workers support people to be healthy and active and to do things to keep themselves healthy. We saw people get the right care and support, as early as possible. Support workers are responsive to people's needs.

People are protected from abuse and neglect. The service has a clear safeguarding policy in place and support staff are aware of safeguarding procedures. The manager keeps clear records of any safeguarding referrals as well as any action taken. People are informed about how to make their concerns known.

Personal plans follow a strengths based approach to encourage people in their education, training, and recreation. People attend a variety of activities throughout the day when they are not in the home. One person told us about their recent holiday and their up and coming plans which they had organised with their key worker. The service encourages people to engage and make a contribution to the community.

The service provider and manager consider the suitability and compatibility within the service before people move in. We found the manager assesses the changing needs of the service regularly. When required, help is sought from external professionals and wider multi-disciplinary teams as required.

## Care and Support

People benefit from the care and support they receive. There is a focus on enabling people to build their skills towards independence within the home. Support workers encourage and support people frequently throughout the day to help maintain and develop these skills in line with their personal plans and well-being goals. The manager has a keen interest in reducing restrictive practices in line with Welsh Government best practice guidance. People are supported to develop skills to enable a reduction in restrictive practices. Support workers and people are familiar with one another, and the staff team is well established. We observed patient and caring relationships between support workers and people living in the home. Support workers hold people in high regard and speak warmly about people's achievements.

There are a variety of activities available to people in line with their hobbies and interests. People are supported to attend classes, and activities in the community as well as engaging within the home. People have personal plans in place which provide thorough guidance for support workers. Personal plans focus on people's strengths as well as areas of need; they are detailed to encourage consistent approaches to care and support. People and their representatives are involved in the ongoing review of their personal plans.

Risks and specialist needs are considered in the care planning process with thorough risk assessments in place to support positive risk taking. 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.

The service promotes hygienic practices and effectively manages infection control procedures. The service is clean, and people are supported to play an active role in the upkeep of the home. The service has a Food Standard Agency rating of three which means it is generally satisfactory. People are supported to be involved in preparing simple meals and drinks for themselves. The service has a clear policy and procedures in place for the safe handling of medication. People can be assured the management of medication in the service is in line with current best practice and legislation.

## Environment

The service is split into two areas, Woodside Cottage, and The Elms. The cottage has multiple occupancy and is bright and spacious. People in the cottage have space to spend time privately or enjoying one another's company. Bedrooms are personalised and reflect the personality and needs of people living in the home. Some bedrooms are decorated with people's belongings, photographs, posters, and collectibles as appropriate. Others have minimal furniture and decoration to meet people's sensory needs and preferences. There is plenty of seating both indoors and in the garden, providing space for activities and leisure. We observed people spending time in the garden and dining areas. There are visual planners in place to support people to plan their meals and activities on display in the dining area. People have their own keys to bedrooms, where appropriate, to ensure privacy. People have access to ensuite shower rooms as well as a larger communal bathroom. The Elms consists of single occupancy flats which are tailored to individual needs. The flats are small and self-contained but are personalised to people's tastes. The flats are designed to give people the space to live more independently, with a small but full kitchenette, as well as bedroom, and bathroom.

The environment is safe for people living in the home. The manager ensures all safety certification is in place and regular maintenance is completed by competent professionals for utilities such as gas, electricity, and fire protection. The home environment is well managed and there is adequate equipment provided to support people where required. Support staff ensure that regular safety checks and maintenance checks are completed, and any issues are reported as required by the service provider's internal procedures. There are some signs of wear and tear in the home in areas of heavy use, but there is a plan in place to support the ongoing maintenance and repairs as needed. The service provider has allocated a specific maintenance staff member to ensure repairs are prioritised and completed in a timely fashion.

## Leadership and Management

People benefit from a stable and consistent staff team and management team. There are robust management structures in place to support the smooth running of the service on a daily basis. The service does not currently have an RI in position, however there is an acting RI who is going through the application process with the regulator. The acting RI is new to post but has visited the home to ensure people are receiving good quality care and support. The previous RI completed the necessary regulatory duties prior to leaving the organisation, and these will be continued by the new RI when in post.

The manager is supported by a deputy and senior support workers who play an active role in the support and supervision of staff, as well as the day to day running of the service. The manager is familiar with people living in the home and has good relationships with them, their representatives, and key workers. There is a service wide focus on building skills and person-centred care in the home which is led by the manager. Rotas are well planned and ensure staff have set times for learning and development as well as supervision. There are enough staff on duty to support people effectively. People receive support as and when they need it, and support workers have advance notice of their rotas and any changes.

Staff supervision happens frequently and focuses on developing staff competence and confidence. Support workers speak highly of the learning and development opportunities in the service. Staff told us the manager is supportive of their career goals and ensures they receive training in line with these. The service follows safe recruitment processes; support staff are registered with Social Care Wales, the workforce regulator, as well as the Disclosure and Barring Service.

| 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 |
|-----|------------------------------------------------------------------|-----|

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