



Inspection Report on

Ashley Court Care

**Ashley Court Care
70-74
New Road
Llanelli
SA15 3DR**

Date Inspection Completed

15/03/2024

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About Ashley Court Care

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	PREMIER 1 HEALTHCARE LTD
Registered places	47
Language of the service	English
Previous Care Inspectorate Wales inspection	
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

Ashley Court provides good quality care and support. People are treated with dignity and respect. Committed care staff are well trained and caring. People have positive relationships with the care staff who support them. People have choice of how they spend their time, with opportunities for varied activities at the service.

The environment is safe, secure, and well maintained, with plans for further improvements. The service uses the space to provide activities which support peoples' wellbeing.

Good management arrangements and oversight of the service are in place. The Responsible Individual (RI) consults with people about the service.

Well-being

People have control over their day to day lives and enjoy making decisions and choices about their clothes, meals, activities and how they spend their day. Individuals personalise their rooms. People spoke positively about the food with a choice of menu available. People's likes and dislikes are understood and they are encouraged to participate in a variety of activities inside and outside of the home. A relative told us, *"They organise so he can get involved in the things he likes doing. The best was the karaoke."*

People enjoy living in a homely and well-maintained setting. Significant improvement work was taking place at the time of our visit. Disruption to the resident's routines and activities was minimised by thoughtful planning. There are several communal areas which are decorated and furnished to a good standard. People can relax or participate in activities in the communal areas.

People are supported to maintain their health, mental health and emotional wellbeing. The staff team have good relationships with people and understand their physical and emotional needs. A relative told us, *"A is not just well cared for but happy "*. Staff actively monitor people's wellbeing. The service liaises with health professionals to refer concerns and follows guidance. Medication management systems are robust and effective.

People feel safe and protected. People receive a good standard of care and support from care staff who have been safely recruited, inducted and receive ongoing training. Care staff are registered with Social Care Wales. People have individual emergency evacuation plans. Robust individual risk assessments identify risks and provide instruction for keeping people safe and well. We were told, *"I feel safe here. They look after me very well."*

People are supported to maintain the relationships that are important to them. People's friends and relatives benefit from flexible visiting arrangements. Visitors are encouraged and participate in the activities taking place in the home.

People and their representatives gave positive feedback about their experience of Ashley Court. People using the service said that *"I love it here" and "it's great here."* Relatives told us, *"This place is fantastic. Really. This place is a breath of fresh air. It is really welcoming and honest."*

Care and Support

People are positive about the standards of care and support. People using the service are cared for by staff who know them well and understand their needs. We saw positive and warm interactions between the residents and the care staff. A person using the service told us, *"They are good here, I must say. I know all the staff. We have a chat. I feel they know me really well."* Another person using the service told us, *"They're really efficient types, they spring into action."* A representative of a person using the service told us, *"This place is a breath of fresh air. It is really welcoming and honest. The staff are really warm and friendly. You know the care is really good."*

Personal plans reflect people's care and support needs. Personal plans detail people's preference, their likes and dislikes. Personal plans identify risks and set out strategies for keeping people safe and well. The implementation of digital personal plans supports care staff access to important information when they need it and ensures information is kept confidential. Personal plans inform care staff of the support that is required for each person to achieve their personal outcomes. Personal plans are kept under regular review and are updated as required. People and their representatives feel involved in planning the care and support received.

People are supported to maintain their overall health and well-being by accessing health and social care professionals. Health and social care professionals are involved and their advice is reflected in plans. An external health professional told us, *"There's a good standard of care, they're fantastic."* Medication storage and administration arrangements are in line with national guidance. Medication records are fully completed, storage arrangements are safe and the overall administration of medication and controlled drugs is effective. Records show people's weights are monitored routinely.

People benefit from a choice of meals. We observed people sitting together enjoying eating their lunch. A resident told us *"I enjoy the dinner here. There is a good cook here."*

The service plans activities for those who wish to participate. There are two activity coordinators employed by the service. Residents enjoy activities individually and in groups, at home and on regular trips out. One resident told us, *"The food is lovely, there's always something going on."* People and their representatives told us the activity coordinators had planned a special Mother's Day tea for residents and their families.

Environment

People live in a pleasant, comfortable and homely environment. People personalise their rooms with photographs and belongings which are important to them. The large downstairs lounge/dining room is the main communal area in the service. There is also smaller area on the first floor used for activities and social events. Residents have the use of a conservatory leading to an enclosed courtyard garden with feature fountain and handrails for access. There are grabrails throughout the service supporting people to move around safely.

Around half of the bedrooms have ensuite facilities and there are also communal bathing facilities. Communal bathing facilities are clean, well maintained and equipped with accessible bathing facilities.

The kitchen has been awarded a score of five by the Food Standards Agency. This is the highest possible score and suggests standards of cleanliness and hygiene within the kitchen are very good.

The home has a dedicated onsite salon where people can go to get their hair cut by a hairdresser, who visits every week.

People are supported in a safe environment. The service provider ensures that risks to people's health and safety are identified and mitigated. Residents have a Personal Emergency Evacuation Plan (PEEP) in place, describing how they will be evacuated in the event of an emergency or a fire.

Two maintenance staff are responsible for the day-to-day upkeep of the home. Regular redecoration is undertaken. Regular maintenance checks are undertaken to confirm all serviceable equipment is maintained and safe to use. Domestic staff ensure that the home is kept clean and hygienic. The provider undertakes a regular audit of the environment and there is planning for maintenance and improvements.

Fire safety checks are undertaken on a regular basis as required. We saw up to date safety certification is in place for utilities, equipment, and fire safety.

Leadership and Management

The Responsible Individual (RI) has good governance to support the effective operation of the service. The RI visits several times each week to meet with residents and the staff team. Residents and staff feel that the RI listens to them. A staff member told us *“He wants our feedback and puts it into practice.”* The RI ensures there are sound systems in place for providing high quality care and support. The service is regularly audited and feedback given to the management team and staff. Areas for development or actions to be taken are identified. The latest quality of care report highlights the services strengths, alongside areas where improvements can be made.

Care staff enjoy working at the service and reported that they worked well together. They said, *“The team are just lovely really”* and *“We all work so well together.”* The staff have confidence in the manager and told us, *“We know we are in good hands”* and *“the manager is great, she gets it.”*

People are supported by staff who are suitably vetted and trained to provide the levels of care and support required. New staff received a full induction and most care staff have completed a good level of training. Care staff have a variety of training opportunities. A staff member told us, *“The training is good and I know if I ever needed anything else, I could get it.”* Care staff receive and value regular supervision and support, one told us, *“The supervision is useful. I get to talk about how things are for me.”*

People are supported by a service which provides enough staff who are appropriately trained to provide the level of care and support required. Staffing levels are calculated and provided in accordance with the provider dependency tool.

There are good arrangements in place to support the day-to-day running of the service. The staffing structure is clear and all staff we spoke with understood their roles and responsibilities. Staff and residents feel confident in the management of the service. One resident told us, *“I feel safe here. They look after me very well.”*

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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