



Inspection Report on

Wentwood Court

**Wentwood Court
Newport
NP18 2AA**

Date Inspection Completed

16/01/2025

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About Wentwood Court

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Ocean Community Services Limited
Registered places	14
Language of the service	English
Previous Care Inspectorate Wales inspection	27 June 2023
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

People receive quality care from care staff who are highly trained and understand their needs. People are treated as individuals and supported to achieve their personal well-being outcomes. Personal plans are thorough, robust and completed to high standard. All documents are reviewed regularly to ensure they remain accurate. Care staff are happy working at the service and feel valued and well supported by the management. Care staff are recruited safely and have opportunity to progress within the organisation. There are a high level of staff benefits available to care staff. The Responsible Individual (RI) visits the service regularly and has very good oversight of the service. Quality assurance monitoring takes place regularly and people's views are sought in various ways in regard to the operation of the service. There are policies and procedures in place and people are given detailed information about the service. The manager understands safeguarding responsibilities and complaints to the service are taken seriously. People live in suitable accommodation that has been adapted to meet their specific needs. The home is warm, clean and maintained to a high standard. Fire safety is taken seriously and hazards reduced.

Well-being

People are treated with dignity and respect. Care staff engage with people positively and have the skills and knowledge to meet their needs correctly. Personal plans of care focus on individual outcomes and include people's preferences, likes and dislikes. All documents are reviewed regularly to ensure they remain up to date and accurate. People attend health appointments without delay and have access to support from care teams and advocacy services. Medication is stored correctly and administered in line with prescription and where possible people manage their own medication. A recent medication audit at the service has deemed their processes as 'excellent'. Care staff enjoy working at the service and feel well supported and valued. The organisation has a focus on supporting and retaining care staff.

People can be assured they have choice and control. People have their own personal daily plans and spend their time doing things of their choice. Care staff levels ensure that people can attend community activities planned in advance or decided what to do at the time. Care staff encourage people to be independent and to do things for themselves but are always available to provide reassurance when needed. Wentwood Court goes above and beyond to support people in their preferred way and works closely with external professionals to ensure people's needs are met correctly. Care staff attend training appropriate to the roles they undertake and new courses are added to training schedules when required. The RI visits the service regularly and robust quality assurance monitoring is also in place. People have a number of opportunities to feedback their experience of the service.

People are protected from harm and abuse. Wentwood Court has a robust safeguarding policy in place and all care staff attend training in safeguarding adults at risk of abuse. Safeguarding referrals are made when required and monitored by senior management. There are policies and procedures in place and complaints to the service are taken seriously. People live in a safe environment that is well maintained, clean and free of hazards. Fire safety is taken seriously and serviceable equipment is serviced and safety checks completed. Care staff are recruited safely as pre-employment checks are completed correctly. There is a system in place to renew or check Disclosure and Barring Service (DBS) when required.

Care and Support

People receive the right care at the right time. Care staff understand the needs of the people they care for and can anticipate the needs of those who cannot verbalise their needs themselves. Care staff levels are excellent and structured deployment of care staff ensures that people receive care from a consistent care staff team. Personal plans of care clearly outline people's needs and how they should be met and are supported with risk assessments and further information where required. An external professional told us "*The care documentation is of a very good standard and we have never had any issues with the way people are cared for*".

Medication processes at the service are safe and robust. Medication is stored securely and administered correctly. Medication Administration Record (MAR) charts are in place and are completed correctly when medication is administered. People have access to an internal care team and attend appointments with external health professionals when required. Any advice or guidance from professionals is documented in personal plans and followed correctly. One family member told us "*They know exactly how to care for my relative and do a fantastic job, they go above and beyond and also support us as a family*".

People are supported to have autonomy over their own lives. Personal plans of care are person centred and focus on people's individual goals and well-being outcomes. Where possible people and/or their representatives are involved in care planning and reviews; their wishes and feelings are clearly documented and considered.

Visitors to the service are welcomed and many people have their own vehicles which have been adapted to enable them to access the community safely and comfortably.

People have their own activity plans and do the things that matter to them. Staff at Wentwood Court continually look for opportunities for people to engage in community activities and are proactive in adapting activities to make them inclusive for people with specific needs. Care staff engage with people positively and encourage people to be independent and make their own choices where possible. People are included in care staff recruitment processes and take an active part in inducting new care staff to ensure they know what is expected of them. The organisation has a forum dedicated to people using the service and gives people opportunity to discuss the service and where improvements can be made.

Environment

People live in a suitable environment. Wentwood Court is a gated community made up of a main house with six bedrooms and eight self-contained bungalows that accommodate one person in each bungalow. The main house has ample communal space for people to spend time communally and sufficient bathrooms and toilets. We saw that all are clean and in good working order. The home is decorated nicely but would benefit from some cosmetic decoration in places. We saw evidence of good cleaning practices in place and we did not detect any malodour during our visit. People have their own bedrooms which offer them opportunity for personal space and privacy. Bedrooms contain people's personal belongings and people are encouraged to personalise their rooms to make them as homely and comfortable as possible. Some bedrooms have en-suite facilities. The bungalows have been decorated and adapted to meet people's individual needs and tastes and people are encouraged to take pride in their personal space. There is a large garden within the grounds that is well maintained and contains good quality outdoor furniture. People are free to use this space as they wish and we were told that many communal activities take place in the garden in the warmer weather.

People can be assured they live in a safe environment. On arrival to the service, we found the entrance to the community secure and our identification was checked before we were permitted entry. We were asked to sign the visitors book which indicates that visitors to the service are monitored to ensure only authorised people have access. We conducted a tour of the main house and bungalows and found them to be in a good state of repair with hazards reduced as far as practically possible. Harmful chemicals are locked away securely and window restrictors are in place. There is a fire risk assessment in place and all care staff receive training in fire safety. Fire alarms are tested on a weekly basis and fire drills take place regularly. We were told that repairs to the building are completed swiftly and we saw evidence that safety checks including gas and electricity safety testing are completed in line with legal requirements. Bungalows have been individually adapted where required to ensure they keep people as safe as possible.

Leadership and Management

People benefit from leadership and management in place. Wentwood Court has an RI with very good oversight of the service and a manager and deputy manager who are registered with Social Care Wales, the workforce regulator. Both the manager and deputy are experienced in the care industry and understand legal requirements of caring for vulnerable people. Safeguarding referrals are made to the Local Authority when required and then stored centrally and monitored closely. Complaints to the service are dealt with correctly. There are policies and procedures in place for the running of the service and to guide care staff on what is expected of them.

People are given information about the service and have access to independent advocacy services to support them if needed. The RI visits the service in line with regulatory requirements and engages with people using the service to ensure their experience is captured. Quality assurance monitoring takes place regularly and monthly audits of relevant information also take place. This evidences that the provider is committed to providing a quality service and making improvements where required.

People can be assured they are supported by competent care staff who are valued and supported. Care staff told us that they are happy working at the service and one person said, *"I love working here, every day is different and I get to use a wide range of my skills"*. Care staff told us that they feel well supported and described the manager as *"lovely and very approachable"*. Care staff retention is important to the provider and so care staff have access to a wide range of excellent staff benefits and incentives. They also have various opportunities to develop their skills, qualifications and progress within the organisation.

Care staff attend training appropriate to the roles they undertake and feel fully equipped to do their jobs correctly. All staff receive formal supervision in line with regulatory requirements and management are also available to speak to care staff as and when required. We examined a selection of care staff recruitment files and found that they contain the required information including identity checks and full employment history. Pre-employment checks are completed in advance and include applying for references and DBS certificates for potential staff members. These checks are important as they determine a person's suitability to work with vulnerable people.

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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