



Inspection Report on

Fairways Nursing Home

**Fairways Nursing Home
Lon St. Ffraid Trearddur Bay
Holyhead
LL65 2UD**

Date Inspection Completed

18 October 2024.

18/10/2024

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About Fairways Nursing Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Fairways Care Ltd
Registered places	38
Language of the service	English
Previous Care Inspectorate Wales inspection	18 July 2022.
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People living in Fairways benefit from a consistent staff team who know their needs well. We observed good relations between people and care staff, people are treated with dignity and respect. People spoken with are happy with their room and the home's facilities, the food offered, activities and support from care staff. Care staff are aware of local safeguarding protocols to keep people safe.

People receive medical attention as appropriate and can access other health care professionals in a timely way. Medication processes are good in the home and people can access new prescriptions as needed. People's personal care plans are centred around their individual needs and are reviewed regularly to ensure they remain relevant for the person's safe care. The home is mindful of good infection control and ensure good hand washing facilities.

People live in an environment which supports their needs. People have equipment needed for their care, this is serviced and maintained. There is an ongoing maintenance plan to ensure the home is fit for purpose. The home is mindful of health and safety issues and risk assessments are in place to mitigate risks as far as is practicably possible.

The home has governance in place to ensure people have good outcomes. There is a sound managerial structure in place and staff are supervised and trained to support them in

their role. The Responsible Individual (RI) visits the home regularly as per the legislation to ensure good standards and to support the manager.

Well-being

People are treated with dignity and respect in the home. People receive care from a consistent care team who know their needs well. We observed people and care staff have good relationships and speak with each other in an easy manner. A person said, "*Mae nhw yn ffeind iawn hefo fi yma, bwyd da I gael yma,*" ("*They are very kind with me here, there is good food to be had here.*"). People spoken with were happy with the food and said they have choices and variety and can access drinks and snacks. Another person told us, "*The food is good, you can have a full English breakfast. You get plenty of choice here. The staff are kind and attentive. I'd give them five stars if I could.*" People are encouraged to participate in activities, if they wish. The home has an activities person who offers a calendar of seasonal and everyday activities for people to enjoy.

People are supported to be as healthy as possible and to have their voice heard. People told us they regularly saw the Chiropodist and other health care professionals. We saw from people's personal records that they are enabled to see health care professionals in a timely way and any instructions from them are carefully recorded. People are asked their opinion regarding the service by the RI and any comments and outcomes are recorded. People can access an advocate to uphold their rights should they require one. Care staff receive safeguarding training to keep people safe from harm and neglect.

People live in an environment which helps them achieve their well-being. The home is consistently maintained to provide people with a safe and clean environment. People spoken with said they are happy with their room and the facilities in the home. We saw people can personalise their room to make it homely. There are lounges for people to socialise in and quieter areas for peace and to receive visitors. People can sit around a dining table to eat if they wish, some people prefer to eat in their rooms.

Care and Support

People receive care and support which considers their personal preferences and outcomes. We saw personal plans account for people's preferred routines and choices. People's first language choices are recorded, and some staff can converse with people in Welsh. People also have a "This Is Me" document recording their personal history, people who are important to them and their likes and dislikes. People's personal plans are on a PC system which flags up when care plans and risk assessments are due for review to ensure they remain relevant to people's care needs. Care plans cover people's activities of daily/nightly living and include any communication considerations. Core risk assessments are in place to mitigate risks and keep people as safe as possible. People are assessed by senior staff before they are admitted into the home to ensure the service can meet their needs. We saw from personal plans, and from what people told us, they can access medical and health care specialist advice in a timely way when required. Medicine management is good in the home and people can access new prescriptions as needed. We observed care staff are responsive to people and can anticipate their needs. People can access social services and advocates to assist with their rights and any concerns. Care staff spoken with said they are aware of local safeguarding procedures to keep people safe and protect them from abuse and neglect.

The home is mindful of infection control procedures. The training record shows staff are up to date with infection control training to enable good practice. Care staff have hand hygiene training and reminders to promote good practice and reduce the spread of infection. Communal toilets and bathrooms have liquid soap, paper towels and pedal bins to enable good hand-washing practice. Care staff can access personal protective equipment (PPE) to keep themselves and others safe.

Environment

People live in an environment which supports their needs. People can access equipment needed for their safe care which is serviced and maintained as required. Bedrooms are personalised to enable people to feel homely. People spoken with are happy with their rooms and facilities in the home. The home has a maintenance person who ensures the environment is fit for purpose and compliant to health and safety legislation, this is an ongoing process. The kitchen has a hygiene rating of five which is the highest available. Corridors and fire escapes are free of clutter and obstructions. Fire equipment and alarm checks are conducted weekly. Care staff have fire evacuation training to aid people in the event of fire. People have personalised emergency evacuation plans (PEEPS), to aid their safe evacuation from the building in an emergency. Certificates for utility checks such as gas and electrics were presented upon request, these are up to date as is the building insurance cover.

The service is mindful of health and safety risks. Risk assessments are in place to mitigate risks to people's health and safety as far as is practicably possible. Senior staff conduct audits on equipment and environmental factors to ensure safe standards are maintained. There is a rolling programme of maintenance ongoing in the home to ensure it is fit for purpose. Broken equipment is identified and made good or replaced to ensure people's safety.

Leadership and Management

The service provider has governance arrangements in place to ensure the smooth running of the service. The RI visits the home regularly in compliance with the regulations. The RI asks the opinions of people and care staff regarding the service, and this is recorded including any actions taken. The RI surveys the environment and ensures maintenance occurs to ensure it is fit for purpose. The manager receives support from the RI and any staffing issues and incidents are discussed. Policies are kept in date and relevant and are available for care staff to support them in their role.

The provider invests in the home to ensure it is safe and supports people achieve their outcomes. A continuing programme of maintenance and renewal is in place to ensure the home is safe and homely for people. A variety of food is offered, and fresh ingredients are delivered regularly. Care staff numbers are monitored and consistent which provides people with continuity in care.

People are cared for by care staff who are suitably trained and supervised to ensure good practice. We saw from training records that high level of care staff have achieved their training goals for mandatory and specialist training to help them in their role. Care staff supervision is also in date ensuring staff are supported and encouraged. Personnel records viewed show care staff have the required checks in place to work with vulnerable people. Care staff spoken with said they are happy in their work, one said, *"I love it here, I enjoy my work, there is good support, supervision and training."* A nurse told us, *"Its good here, people are well looked after. I feel the company is open and transparent in their dealings."*

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

	inspection	
36	The provider has not ensured there is timely core training to inform staff in their work.	Achieved

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