



Awelon Healthcare Mount Pleasant Stables



Mount Pleasant Stable, Llantwit Major, CF61 2XR



07595263194



www.awelonhealthcare.com

Date(s) of inspection visit(s):

Service Information:

Operated by:	Kay Campbell
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	5
Main language(s):	English
Promotion of Welsh language and culture:	The service provider anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Excellent



Leadership & Management

Excellent

Summary:

Awelon Healthcare Mount Pleasant Stables is providing consistent and effective high-quality care and support to people who thrive and develop to their full potential.

Wellbeing is rated 'excellent' as the service takes exceptional measures to support people to have control of their lives, enabling confidence and abilities. Care workers support through provision of opportunities, encouragement and celebration of people's achievements. People are kept safe.

Care and support is rated 'excellent' due to the outstanding person-centred planning and delivery of care, with sector leading initiatives used to ensure the best possible outcomes for people.

The environment is rated 'excellent' as this meets people's needs and superb efforts are made to support people to access the wider community.

Leadership and management is rated 'excellent' as there are highly effective organisational structures and systems. All care workers are highly trained and competent in their roles. There is a positive culture where everyone feels supported.

Findings:



Well-being

Excellent

People live healthily and safely with control over their lives. People or their relatives have information about the home in a suitable format so they can understand what the service offers. This includes provision of a service in Welsh. The service carries out extensive assessments as part of consultation with people or their relatives to make sure their views and wishes are captured. The care to be delivered is highly detailed in plans, which start with what the person can do for themselves. This ensures independence is not lost, and people are supported to identify and develop new skills. People or their relatives are involved in reviews of plans. One relative told us they *“Keep me updated of any changes and plan the activities around personal needs.”* We saw care workers using outstanding skills to consistently offer people choice. Care is person centred, and care workers are trained and competent to meet people’s needs, including identifying any health issues. A relative told us *“They communicate all health aspects to me”*. The service involves people in managing their health and attending routine appointments. We saw people expressing excitement as they chose to do things which matter to them.

The service keeps people safe and protected from abuse and neglect. People live in a home which is exceptionally well managed through leaders who have people’s wellbeing and development at the heart of their vision. One relative told us *“It couldn’t be more perfectly run,”* acknowledging the approachable and responsive management team. With few exceptions we are told by people’s relatives and care workers that communication is good. One relative appreciates weekly updates in the form of photographs, showing the person’s involvement in activities and developmental progress. Systems are in place to check and test the environment and the service is responsive to advice from external professionals. Comprehensive auditing systems identify if the service is being delivered as required, and where adjustment will enhance people’s experiences. All staff are checked to ensure they are fit to work with vulnerable people. Leaders and care workers are trained to a high standard, including in ‘safeguarding’ and ‘personal behaviour management.’ Relatives told us *“Staff are fully trained and professional,”* and *“They are trained and patient, trying new ideas to suit my relative’s needs.”* Medication systems are robust, and people are supported to have the best possible outcomes through regular reviews as part of an initiative to reduce over reliance on medication. The service is exemplary in demonstrating the effectiveness and value of being part of this approach. Care workers follow good infection control measures and food hygiene practices, reducing infection risks. People have the right level of support, enabling them to freely and safely access the community at any time.

People are supported to cultivate safe and healthy relationships. Exceptional and intuitive care workers are selected by the provider to carefully match with people’s needs. Care workers enable people to develop by encouraging and celebrating their achievements. They are respectful and recognise each person’s uniqueness and potential. One relative said, *“I couldn’t ask for a more caring supportive team.”* The service encourages and supports family relationships, enabling

people to visit their family's home, or to meet up regularly with family. One family member told us the service is "*Brilliant, they've made such a difference,*" explaining the person had been able to re-forged family relationships as the service had supported them to develop their emotional and social skills.

People live in accommodation which supports their wellbeing outcomes. People are consulted and help to choose how to decorate and personalise their bedroom. People enjoy sharing time together in communal spaces and using facilities to do activities, such as preparing food. There is creative use of a small garden space, and the provider shows exceptional resourcefulness by supporting individuals to access alternative outdoor areas within the community.



People experience high quality care and support due to the service's effective assessments, planning and reviewing processes. People or their representative are involved in the pre-admission process where detailed information is gathered to support the planning of care and support. Personal plans are developed which are based on the person's strengths, likes and dislikes. The service records risks to help identify how these can be reduced, and people have exceptional personal behavioural support plans when required. Personal plans are kept under review. A health professional told us there's "*Evidence of continuous review of care plans and ways that can be least restrictive,*" confirming a collaborative approach to developing plans. The detail within the personal plan ensures care workers fully understand people, their needs and how best to support them. We spoke with care workers who demonstrated excellent knowledge of the detailed plans and explained how they support plan development through suggestions of things which improves the person's life and experiences.

The service is highly successful in supporting people's physical and mental health needs which contributes to their personal development. The service involves the right health care services. They provide expertise alongside an organisational manager who specialises in behavioural support management, giving advice to care workers while closely monitoring people's outcomes. Care workers consistently encourage people to understand their potential and support them to improve their abilities and independence. We observed superb care and support tailored to the individuals' needs, sensitively gauging people's non-verbal expressions to provide the support required. People's routine health checks are arranged and support provided to attend, for example, opticians. Care workers monitor people and watch for signs of ill health, which are quickly reported and addressed.

There are outstanding medication management arrangements promoting people's wellbeing. Care workers are suitably trained and follow procedures to administer medication. Sufficient medication stocks are in place and audits ensure records are accurately maintained. The service has undertaken highly effective reviews and analysis of people's medication as part of initiatives to support 'stopping over medication of people with a learning disability' (STOMP). This has been completed with full consultation of health professionals. People experience exceptional outcomes as part of this initiative.

People are safeguarded from harm and infection control systems are in place. Care workers have suitable training and management have clear procedures in place to monitor, record and report any issues if people are potentially at risk of harm. Infection control measures are followed, including appropriate use of personal protective equipment (PPE). We observed use of PPE for activities including personal care and cooking.



Environment

Excellent

People's privacy and dignity are upheld, and people are supported to tailor their private space to meet their preferences. People enjoy their own bedroom space, which is decorated and furnished as they wish, celebrating their uniqueness. We saw people able to choose when they wanted time to themselves in their private room and we saw staff being highly respectful of people's privacy, only entering the room if invited to do so. Some people have access to bathroom facilities in their own bedrooms, but they often choose to use the bath in the communal bathroom for more leisurely bathing.

The provider supports adaptations to the home to promote people's wellbeing. Innovative use of limited space provides opportunities for people to do the things they enjoy. We saw a large, enclosed shower where some people enjoy water play, and a level access trampoline in the garden for people to engage in fun exercise. People, including those who may require use of a manual wheelchair, can freely move around the ground floor and access the garden. Some bedrooms are on the first floor, accessible by way of the stairs, but one room has a lift to allow access between floors for someone with limited mobility. Adapted equipment is sourced through consultation with professionals when required. The service actively seeks out solutions to solve problems and promote people's independence, purchasing equipment if this meets the person's needs. While there are constraints on the adaptation of the building, the service offers people who live there facilities to meet their needs.

The service ensures the premises and equipment comply with regulatory requirements whilst maintaining a homely feel. The home is warm, bright, clean and tidy. There are good systems to ensure routine cleaning is completed and oversight of this through audits. Effective monitoring also ensures the environment is regularly checked and, where necessary, equipment and services such as electric systems are tested. Risk assessments support the continual review of the environment, with required improvements identified and addressed. There is a current plan to replace the stair carpet, and this is being carefully managed. Chemicals, which could cause harm, and medication are kept in locked cupboards. People are encouraged and supported to participate in food preparation using a kitchen and systems which meet Environmental Health standards. We saw care workers following good food preparation guidelines and completing relevant documentation. People are being kept safe through rigorous monitoring and maintenance of the service and systems of working.

People's wellbeing is not impacted by the limits of the environment. Though the home and grounds offer limited space, the provider ensures people have access to the wider community and outdoor spaces. People are supported to walk in the nearby village but also access places of interest and activity opportunity further afield. We saw evidence of people attending education establishments and places to follow exercise opportunities of their choice.



The provider has extremely strong systems in place to monitor and improve the service provision while fostering a positive culture. The responsible individual is also the provider. They are in touch with the service daily and effectively oversee the quality of care through exceptional monitoring systems and passionate, knowledgeable and organised leaders. Consideration is given to any feedback from stakeholders as part of consultation regarding the service, helping to drive improvement and development. Policies and procedures are regularly reviewed and align with current guidance. The 'statement of purpose' and 'service user guide' are available in Welsh and easy read formats which is important to support the people living in the service. There are clear lines of accountability with leaders setting examples, supporting others within the service to understand people, and their well-being, are paramount.

The service is run extremely smoothly. Comprehensive audits are in place to support the management in the operation of the service, and these are routinely used to identify any gaps and patterns which are quickly addressed. Feedback is encouraged, including complaints, and these are managed in a professional manner. Communication is effective. There is openness with relevant professionals and authorities. One professional told us there is "*Great communication between home managers and professionals showing transparency.*" One relative told us there is "*Professional management,*" and another expressed their gratitude for the professional way in which the service is run. Staffing levels are closely monitored and appropriate to support people. The management of the service is supporting people's positive outcomes.

The provider takes exceptional measures to ensure care workers are suitable to work with people at the service, are supported and given opportunities to learn and develop. Care workers have suitable checks carried out to ensure they are able to work with, and provide support to, people who may be in a vulnerable position. Robust pre-employment checks are carried out with the service verifying evidence such as references. Care workers are carefully chosen, considering their personalities which would best match with people living at the service. Care workers have superb, individualised support throughout their induction and this continues with regular supervision where they receive one to one meetings with a line manager. When agency care workers are used, they have the same induction opportunities with shadowing experience before they can work more independently. All care workers we spoke with are highly complementary about the support and opportunities they have. Training is appropriate to people's needs with more specialist topics such as managing challenging behaviour being mandatory. While the training is comprehensive, the provider is striving to provide more face-to-face training. Care workers told us they are highly supported. They tell us they like there is a direct open door to the manager, and managers are responsive to their suggestions, especially those which benefit people.

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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