



## Orchard House Residential Care Home



Orchard House Residential Home, 3-7, Colcot Road, Barry, CF62 8HJ



01446720876

**Date(s) of inspection visit(s):**

06/06/2025, 04/06/2025

### Service Information:

Operated by:	Northcote Developments Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	40
Main language(s):	English
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

## Ratings:



Well-being

**Good**



Care & Support

**Good**



Environment

**Good**



Leadership & Management

**Good**

## Summary:

Orchard House Residential Care Home is based in Barry and can accommodate 40 residents with residential and personal care needs. Care documentation has improved since the previous inspection and is reflective of people's care needs, although we identified where some improvements are required. Care staffing levels are good, care delivery is provided in a timely manner and care staff have extremely good understanding of people's needs. Staff receive general mandatory training with additional training carried out in specific areas. People live in an environment which is homely and pleasant and where recent improvements have been undertaken. The home environment is secure. Infection prevention and control processes are in place to reduce the risk of infectious diseases being spread throughout the home. The Responsible Individual (RI) is available at the service on a daily basis. People live in an environment that is safe and clean. We discussed where improvements are required to ensure the service works with external agencies and notifies the Regulator of incidents and safeguarding matters in a timely manner to ensure the service is acting in people's best interests.



## Findings:



### Well-being

Good

People have the support they need to maintain their physical, mental, and emotional health and their needs are mostly anticipated. We looked at a sample of care documentation and found improvements had been made although we saw some information had not been reviewed appropriately. Care files are important documents which should outline a person's entire needs, and the actions required from staff to meet those identified needs. We found the documentation evidenced important information to guide care staff in relation to people's preferences, personal care needs and medical conditions.

Personal plans provide guidance on personal likes and dislikes, social interests, daily routines, as well as all the aspects of life the person needs support with. We discussed with the manager where improvements are required for documentation to better reflect any changes in the care and health needs of people living at the home.

People are treated with dignity and respect. Care staff know the people they support extremely well and provide care with respect and compassion. Care staff are appropriately trained and have the knowledge required to meet people's needs. The RI has extremely good oversight of the service and is available at the home mostly on a daily basis and carries out quality assurance monitoring in line with regulatory requirement. People receive care without delay, care staff levels are good ensuring they have enough time to do their jobs and to take time with visiting professionals and families. People receive their medication safely and in line with their prescribed medication and have access to health care services when required.

People are protected from harm and abuse. The home has a robust safeguarding policy in place and staff receive training in the safeguarding of adults at risk of abuse. We discussed when updates should be made to the Local Authority team when required and Care Inspectorate Wales had not been notified of one incident as set out within the Regulations. Care staff we spoke with told us they are happy working at the service and feel supported by the management team. We found the home is well maintained with improvements and refurbishments throughout. Safety checks are completed and fire safety taken seriously with Personal Emergency Evacuation Plan (PEEPs) available. Care staff are recruited safely and pre-employment checks carried out. Care staff, where required are registered with Social Care Wales, the workforce regulator.

Visitors to the service are welcomed and people are supported to maintain personal relationships with friends and family. One visitor told us, *I love visiting here, it is so homely and pleasant, we often sit out the gardens, I can't fault it here*". People have control over their lives. Orchard House Care Home offers activities on a daily planned basis and ad hoc in accordance with people's interests. We observed people appeared happy and stimulated and saw when staff did have time,

they would take this opportunity to sit and spend quality time with people. We saw the two visiting dogs were the centre of attention and we observed laughter and discussion during the visit with them sitting with people and giving the service a homely feel.



## Care & Support

Good

People have a voice to make choices about their day-to-day care. We saw staff responding promptly to people's needs throughout the visit. We saw several people who chose to remain in their rooms, supported with good staff presence and access to a call bell. People are assisted in a timely manner with dignity and respect, and we saw people acknowledged and engaged to ensure their emotional needs and wishes were met. Care staff have a good understanding of people's needs and engage with people positively. People spoke positively of care staff and one person told us "*All the staff here are kind to us all, there is plenty to do, I am happy living here*". Personal care documentation overall contained the required information, and we discussed where further improvement could be made. We saw evidence in care files of support from other visiting professionals such as GP and dietician. Applications were made, and records in place, in relation to Deprivation of Liberty Safeguards (DoLS) for people who do not have the ability to make decisions about aspects of their care.

People have a choice of meals and drinks to support their nutritional needs and told us the meals were extremely good. We observed the lunch time meal experience and saw people enjoying the various meals and snacks provided throughout the day. Care staff and kitchen staff have a good understanding of any specific dietary requirements. We saw several instances where care staff were very caring and understood how best to communicate with people living at the home. We saw people moving freely around various areas of the home and were supported by staff to do so. People spend time doing things that matter to them and have very good options to choose from. Staff organise activities within the home most days. Special occasions are celebrated, and recent garden parties organised. External entertainment including singers and exercise classes are held weekly at the home as well as regular bus trips to the seaside.

The service has systems in place for medicines management. People receive their medication as prescribed by staff who are trained in how to administer medication safely. The service promotes hygienic practices and manages risk of infection, and we saw staff wearing personal protective equipment when required.



## Environment

Good

People can be assured they live in a suitable environment. Orchard House care home is based in Barry with local amenities and views of the seacoast within walking distance. The home can accommodate up to 40 people over two floors accessible by a passenger lift or stairlift. On arrival, we were asked to sign the visitors book and identification checks carried out before we were permitted entry. We carried out a tour of the building and found areas where improvements have been carried out from the previous inspection visit. This includes new carpets throughout, new blinds and bathrooms and shower rooms refurbished. The manager told us works are scheduled to refurbish the upstairs bathroom within the next few weeks. The service has appropriate infection control measures in place to reduce and prevent the spread of infectious diseases throughout the home.

The environment allows people to benefit from each other's company and we saw people enjoying the pleasant communal areas. We saw people chatting or participating in various activities throughout the day. People told us they enjoy spending time in the large gardens and about the organised garden parties which had recently taken place in the warmer weather. There is a large conservatory area overlooking the gardens which are extremely well maintained. We were told the flowers had been grown in a red, white and blue theme to celebrate the VE celebrations taking place.

People's needs are met because the providers systems for monitoring and maintaining the physical environment and equipment in the home is robust. We saw visitors welcomed into the home throughout each visit who were complimentary about the service and care provided. Comments included *"It is so homely here, staff are kind and friendly, we are always made to feel welcome"*.

Staff told us they felt the improvements to the environment had made a huge difference one staff told us *"It is so pleasant here, I would not work anywhere else, I love my job"*. The home felt clean and fresh with no malodours throughout.

The Food Standard Agency (FSA) has awarded the service a rating of three (generally satisfactory). The provider told us they have already actioned the issues identified and are arranging for the service to be reinspected.

People can be confident the provider identifies and mitigates any risks to health and safety. We considered various records relating to health and safety, which evidenced the provider maintained effective oversight to ensure the environment was safe. We saw all safety checks in relation to gas installation, electricity and safety records were satisfactory and up to date. We saw personal emergency evacuation plans (PEEPs) in place and reflective of people's needs. All confidential files including care and staff files are stored securely.



## Leadership & Management

Good

People have access to information. A statement of purpose (SOP) is available which reflects the service's vision although the provider must review the statement of purpose to reflect the current management arrangements at the service. Management oversees staff training and supervision needs. Care staff benefit from learning and development opportunities provided and we saw evidence staff have carried out mandatory courses as well as any additional training required. Staff are supported to register with professional bodies such as Social Care Wales the workforce regulator.

The management team work with external agencies and notify the Regulator in a timely manner. Although we identified one safeguarding issue had been reported this had not been updated as required, to ensure the service is acting in people's best interests, the manager told us this matter had now been addressed.

People can be assured that staff are safely recruited. We looked at a sample of staff recruitment files and saw they contained all the pre-employment checks in respect of any person working in regulated services. Staff receive formal one-to-one supervision in accordance with regulatory requirements. Supervision provides each staff member with opportunities to discuss their performance, development and/or any concerns they may have. We identified the manager in place had not received any formal supervision and we were informed this would be carried out immediately as required.

People are supported by care staff who are appropriately trained. Staff well-being is important to the provider. We viewed the recent training matrix and saw most training was up to date. Induction and mentoring of new care staff work well, and staff retention at the service is very good. We spoke with staff during our visit who told us they found the management team supportive. Staff we spoke with told us they enjoy working at the home and feel valued and listened to. Policies and procedures for safeguarding and whistleblowing are accessible.

The RI spends time daily at the home and engages with staff, relatives, and residents seeking feedback. We requested information relating to monitoring and we were told the last quality monitoring has been carried out November 2024 and a new report due for completion would be forwarded to CIW by the end of June 2025. This demonstrated the RI undertakes formal monitoring as legally required. We spoke with staff during our visit who told us, *I feel supported by management, I love my job and been here many years.* The manager is visible and described by staff as, "Supportive" and "helpful". Staff we spoke with told us they enjoy working at the home and feel valued and listened too.

## 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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
The provider must ensure that any risks to the health and safety of individuals are identified and reduced so far as reasonable practicable.	04/06/25

**CIW has not issued any Priority action notices following this inspection.**

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