



Leadon Court Nursing Home



Leadon Court Nursing Home, Leadon Court, Thornhill, Cwmbran, NP44 5TZ



01633877492

Date(s) of inspection visit(s):

14/05/2025, 07/05/2025

Service Information:

Operated by:	Clearwater Care (Leadon Court) Limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care
Registered places:	34
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

Requires Improvement



Environment

Good



Leadership & Management

Good

Summary:

Leadon Court Nursing Home on the outskirts of Cwmbran provides nursing and residential care for people living with or without dementia. The local amenities include a pharmacy, newsagents, GP surgery, fish and chip shop and a Community Hub.

Staff movement at the service has led to some instability with increased use of agency staff and low staff morale. A new manager was appointed in March 2025. Shortfalls in management systems were identified prior to this inspection which the manager is working to address. The safety of people living, working, and visiting the service was prioritised.

We rated wellbeing as good because people are encouraged to make everyday choices and are given opportunities to take part in regular activity which they enjoy.

People's care and support is more robustly monitored with improved audits. Personal plans have

improved but reviews continue to be undertaken without involvement with individuals meaning they are not asked if their outcomes are being met. Care and support is rated as requires improvement.

Systems have been introduced to make quality monitoring more effective. The training and development of the workforce is earmarked to promote a positive relationship culture. The environment is safe, clean, homely and is suitable for provision of services. We rated both these domains as good.

Findings:



Well-being

Good

The service seeks to develop positive relationships with people to have a greater insight their needs and enable them to have a voice, choice, and control. Improvements in personal plans set out what is important for each person's care and support and directs care staff how to assist them. People are offered and given everyday choices such as selecting meals and drinks, where to spend their time and participation in activities. People's views of the service are sought and used to improve the service. There is a move towards more regular resident and family meetings to enable people to have more input in the running of the service. Management recognise the use of agency staff has affected the service and expect recruiting permanent staff will develop continuity and boost staff morale. Staff training is earmarked to develop a professional and competent workforce at the service. The majority of people speak positively about Leadon Court and the care and support they receive. One person told us, *"The care my relative receives is first rate all the staff go out of their way to look after them and always make all visitors feel welcomed, I can't speak highly enough of this home."*

People have regular opportunities to engage in meaningful activities. Activity workers provide a programme five days a week. One person told us they, *"Like the entertainers who visit Leadon Court, the food and enjoy the garden."* For people who prefer one to one stimulation staff can accommodate this. People are supported to maintain contact with their family, friends, and practice their faiths. Previously people visited the local community which is to be restarted. The provider does consider peoples language and cultural preferences but recognise their efforts to promote Welsh Language and culture require strengthening.

People are safe and protected from harm. The service provides people with a secure environment. Arrangements are in place which ensure risks to people are promptly identified and addressed. Care and nursing staff complete safeguarding training and have a clear understanding of how to report matters of a safeguarding concern. There are effective mechanisms in place to make sure the premises comply with health and safety requirements.

People live in accommodation that supports their wellbeing. The service is safe, clean, and well maintained. Aids and adaptations are available to enhance people's wellbeing and support their independence. People are able to spend time alone and or communally engaging with others. People can access the garden.



Care & Support

Requires Improvement

People receive the quality of care and support they need to achieve their personal outcomes, but they continue not to be engaged in the process. Qualified staff complete a pre-assessment with people and their representatives before agreeing to provide a service. The service gathers important information, noting preferences, well-being outcomes, routines, and beliefs. This process is currently being strengthened with a review of pre-assessment documents. The personal plan details each person's care and support needs, and we found plans sufficiently inform care staff. Personal plans focus on what people can do for themselves, a strengths-based approach means daily outcomes are met in-line with people's preferences and routines. Whilst staff recognise the benefits of people's engagement in care plan reviews, they do not have the opportunity to contribute. This was identified at our last inspection. Every person now has a named nurse allocated to them to make sure in the future, for those who want to contribute to the review of personal plans, along with their representatives this will take place. Outcomes for people require improvement because people are not being consulted about whether their outcomes are being fully met, and we expect the provider to make necessary improvements.

People are treated with dignity and supported to be healthy and remain safe. Systems work well to ensure people's liberties are protected and they are cared for in the least restrictive way by trained care staff. Individuals' health is monitored to enable the service to act responsively to any change in a person's needs. Accidents and incidents are monitored and evaluated to mitigate risks. The service works collaboratively with health professionals to support people living at the service. We saw staff interact with people in a kind, compassionate and respectful way. The majority of people are complimentary about the service and told us *"All staff give confidence that your loved one is in good hands."* *"The staff seem to know the residents and genuinely care about them."*

People receive their medication as prescribed. Medication is stored to ensure its efficacy and safety. Staff receive training to ensure they have the necessary skills to administer medication safely to people. Routine medication audits take place which assess the storage and administration of medicines.

People's risk of infection is minimised because service effectively assesses, manages, and prevents the risk of infections. Care staff are appropriately trained and competent in using personal protective equipment (PPE) and infection control practices. Oversight and review systems are in place to ensure people receive good quality care and support.



Environment

Good

People live in an environment with appropriate and well-maintained facilities and equipment. Leadon Court offers people a warm, clean, comfortable, and well-furnished place to live. People's bedrooms are personalised to reflect their families, past history and hobbies. Communal areas are comfortable, bright, and spacious which ensures people can enjoy activities and socialise together. There are sufficient toilet and bathroom facilities throughout the service and specialist equipment such as hoists available for those who need it. Outdoor spaces are safe and attractive. The garden offers people an opportunity to sit outside with family and friends during warmer weather. Easier access to the garden is being considered. A bench is earmarked for the front of the property as people told us they enjoy sitting and spending time there.

Regular servicing, maintenance and repairs of facilities ensures the safety and well-being of people. The service manages risks to people and risk assessments are up to date. There are domestic and laundry staff at the service to ensure good standards of hygiene and cleanliness are maintained. There is a rolling schedule of servicing in place to ensure that equipment such as hoists and the lift are functional and safe for use. Fire equipment is checked, and alarms and lighting are tested regularly. Water systems are checked for temperature regulation and legionella. Every person living at the home has a personal emergency evacuation plan specific to their support needs and staff undertake routine fire drills. External contractors are used when required to test services such as gas and electricity. The service displays a rating of four by the Food Standards Agency, which is 'good.' Records viewed showed effective environmental oversight of the service.



Leadership & Management

Good

Oversight and governance arrangements foster a positive and compassionate culture. We saw effective governance systems in place to support the running of the service. The Manager is suitably qualified for the role and registered with Social Care Wales (SCW), the social care workforce regulator. They know people well and demonstrate a commitment to providing a good quality service. The majority of staff told us there is good communication and they are consulted on proposed changes in working practices. This results in people having confidence in how the service is managed and in the leadership team.

The service provider oversees the quality of care through effective audit processes. Quality monitoring systems have been revised to include detailed analysis of care and support provided and action plans to improve the quality of services for people. Visits to the service by the RI and feedback from people is on-going. This information is used to drive improvements at Leadon Court. The organisations policies and procedures are currently under review. In addition, the admission pack for prospective residents is being updated. The process will ensure guidance for staff align with current legislation and national guidance.

The service provider's processes for recruitment is robust and records were available for us to view. The service completes regular checks to ensure all staff are suitable to work in the service. We found complete records relating to Disclosure and Barring checks, and registration information to professional bodies. Those eligible are registered with Social Care Wales (SCW), the workforce regulator and the Nursing and Midwifery Council (NMC). All newly appointed staff receive an induction which includes training and shadow shifts to ensure they can perform specific care tasks. Staff have access to training opportunities and have completed an appropriate level of training. Staff we spoke with feel supported by their manager and records confirm that they receive regular one to one supervision sessions.

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
People are at risk of receiving inconsistent and task orientated care and support.	07/05/25

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

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