



Inspection Report on

Morel Court

**Raisdale Road
Penarth
CF64 5BN**

Date Inspection Completed

15/01/2025

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About Morel Court

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Methodist Homes
Registered places	36
Language of the service	English
Previous Care Inspectorate Wales inspection	27 July 2023
Does this service promote Welsh language and culture?	This service is making a significant effort to promote the use of the Welsh language and culture or is working towards being a bilingual service.

Summary

People are extremely happy with the care and support they receive. Exceptional measures are taken to listen to people to understand what is important to them. People are supported to access varied and stimulating activities, and many have amazing experiences as part of a 'seize the day' arrangement. People's physical and mental health is monitored, and the service is quick to respond to any issues, involving health professionals where required. All documentation around care and support is completed to a good standard.

The home and gardens are well maintained. A full refurbishment of the building is now complete. There was effective management of this, and training provided to contractors to ensure they understood the needs of people in the home, so there was minimal impact. There is a well-designed and well used garden.

Management of the service is exceptional, through the service manager, supported by the wider team. Staff are confident and capable in their roles. Recruitment processes are safe. Induction and training are thorough. There is low staff turnover, supporting excellent outcomes as people experience continuity of care.

The organisation has extremely effective systems in place to oversee the service through area managers and a responsible individual (RI). The provider has a clear focus on provision of quality care, with very good systems of support throughout, fostering a positive culture where people and staff feel they belong.

Well-being

People understand what care and support opportunities are available and the service goes above and beyond to help people with their health needs. There is effective communication, so people know what to expect from the service before they become a resident, and this continues throughout their stay. This includes their end-of-life wishes should their health decline. The staff are compassionate, supporting family members in addition to the person, when this is required. One family member told us, *"The managers and staff are approachable and always happy to answer questions."* People have access to health professionals who guide and advise staff to support positive outcomes. People are encouraged to eat healthily and stay active as part of preventative measures. People told us, *"The service is fantastic,"* when asked about the level of support they receive. People's personal plans show what care and support needs to be delivered and this is kept under review. When people lack capacity to be part of this, the service consults family members or advocates who act in the person's best interests.

The service is highly successful in supporting people's mental health. Consultation processes ensure people can say what is the most important thing to them. The service listens and takes action to help the person organise and take part in events to support their well-being. We saw excellent examples of people supported to access the community, follow hobbies and interests and take part in an extensive and varied programme of activities. People are effectively supported to maintain their appearance, so they feel good about themselves. People's spiritual needs are met, with examples of multi-faith week celebrated in addition to regular visits from a Chaplain. The provider has continual quality assurance processes which considers people's thoughts and suggestions, taking action to improve the service if required. This has been evident throughout the recent refurbishment of the building. The building and the gardens are designed to support people's well-being.

The provider keeps people safe and protected from abuse and neglect. All staff are recruited in a safe way, considering pre-employment checks to ensure they are fit to work with people. All staff are highly trained and competent. The manager has been innovative when contractors visit the service, arranging training where required around the needs of people, including those living with dementia. Good working conditions and support of the wider organisation contribute to continuity of staff. Procedures are in place and followed by all staff, including those around medication, maintenance and hygiene. People enjoy home cooked food by catering staff who meet the highest Environment Health Agency standard. The provider demonstrates excellent oversight of the service, considers the quality of care provided and acts on recommendations made by the RI.

Care and Support

People experience amazing outcomes and a high standard of care and support. Personal plans are developed and reviewed with the person or their relative. People's biography forms an important part of their plans, ensuring what is most important to the person is considered. The service takes exceptional measures to listen to the person's wishes and arrange for these to be met wherever possible through their 'seize the day' initiative. This gives people opportunities to re-visit or try new experiences. One person told us they had expressed a wish to learn Spanish, which the service quickly organised, providing support to access lessons in the local community. People told us and we saw evidence of support provided so people can do things which have a positive impact on their well-being. People benefit from a well-organised and varied activity programme, including opportunities to share faith and worship several times per week. Whilst there is a Christian faith base to the service, all faiths are welcomed and celebrated. People told us "*There's always things going on.*" Care workers know people's needs, anticipate these, and provide caring support. They pay attention to detail. One family member told us "*My relative is always smartly presented, with their hair and nails done.*" Care and support delivered are clearly recorded.

The service is highly successful in supporting people with their physical and mental health needs. All health care indicators are considered and monitored, such as nutritional intake and weight management. Care workers support people to maintain their health to good effect, with some people supported to improve where possible. We were told "*They are quick to pick up on issues,*" and we saw evidence where immediate action is taken if health concerns arise, including excellent communication with family members who may not live nearby. Health professionals are involved when required and people benefit from regular health reviews. One visiting health professional told us, "*They're very good, they always try to promote independence,*" and we saw the service has provided specific exercise equipment which helps people to build strength. Senior members of the care team have good oversight of medication management, including stock control and administration. This is extremely well organised and documented. People are consulted about their end of life wishes, and where possible, the home supports people to remain with assistance from organisations such as Marie Curie, avoiding the need for hospitalisation. People who lack capacity are well supported. The service shows initiative with highly considered approaches helping to minimise distress to those living with dementia.

Environment

The location, building, and grounds are suitable to help people meet their needs, and the service is well-organised to take advantage of these. The service forges strong links with the community and supports people to access this, including the local town, places of worship and Penarth seafront. The building offers several spaces for people to meet in comfortable communal areas. The conservatory provides additional seating and exercise opportunities with seated exercise equipment. The service encourages people to eat their meals in the dining room which is attractive and has nicely laid tables. There is a pleasant atmosphere and people enjoy meeting with their usual social group over lunch. The garden has been thoughtfully designed to offer everyone access so they can carry out activities of interest to them, from walking to gardening. We saw people choosing where they would like to be within their home, with some wrapped up warmly on a cold January day, choosing to take their daily walk around the garden. The hairdresser in the home's salon is popular with people, many visiting weekly to maintain their appearance.

The provider takes inspirational measures to consult with people and reduce risks to them during maintenance and refurbishment of the home. The recent refurbishment of the home is now complete, with the manager and wider team taking extreme care to involve people and minimise disruption. People are consulted on colour schemes and choose the furnishings in their own bedrooms, in addition to furnishings for communal areas. All furnishings are of a high standard. Details such as provision of dinnerware to suit the needs of people, or carpeted areas to create a more homely environment, supports people's well-being. Tasteful, appropriate photographs and pictures around the home offer points for discussion, with many representing the local area, Welsh culture, industry and favourite past times. Some features, such as a stained-glass window, are a tribute to people who have lived in the home. The home is beautifully presented, warm, bright and welcoming.

Highly organised systems ensure the home and equipment are well maintained, safe and clean. The maintenance and housekeeping staff complete their work to a high standard, with meticulous records to demonstrate checks completed. The kitchen is run effectively with the highest level 5 awarded by the Food Standards Agency. All services such as gas and electricity are appropriately tested. Equipment such as lifts and hoists are in good working order, regularly tested and maintained. Other equipment, including walking aids and wheelchairs are thoroughly checked to ensure they are safe. Specialist equipment such as profiling beds are available and routinely checked. Waste is disposed of correctly. Staff are trained so they can support people in the event of an emergency evacuation and all fire precautions are taken, including drills.

Leadership and Management

The provider has highly effective arrangements in place to ensure a high standard of care is delivered. The service is overseen by tiers of management who assess the performance of the service whilst offering guidance and support. The RI visits the service and reviews the quality of care. They produce the required reports to meet regulatory requirements. Strong policies and procedures are available, with several on display within the home for people to access easily. These are kept up to date and reflect Welsh legislation and guidance. Other documents, including a statement of purpose are available, informing people what to expect from the service. Audits by area compliance managers, internal quality assurance systems and an independent auditor continually monitor the service. This ensures the service is meeting the needs of people living in the home. There is a positive, caring culture throughout the organisation, with people at the heart of decision making.

The service has strong leadership through an experienced and skilled manager who runs the service smoothly. The manager is supported by an outstanding team of highly trained and competent staff. The manager told us *"It's not just me, it's the team,"* acknowledging the hard work of all staff. We saw excellent communication between staff, good teamwork and everyone taking responsibility to ensure care and support is delivered in a safe and efficient way. Staff are clear on their role and carry out their duties, with meticulous records kept. Staffing levels are good, and where required, more senior members of the team support to prioritise care delivery. The manager and wider team continually consider how the service can improve, and show initiative to introduce new working methods, always in consultation with people and their relatives. The manager also drives a programme of continual fundraising to provide resources which supports people's positive experiences.

Excellent recruitment systems and staff support help to maintain a stable staff team, providing continuity of care. The service carries out all necessary pre-employment checks. Personnel files are well-organised and there is careful management of ongoing checks required for staff to ensure they remain suitable. Induction systems are extremely robust with care workers working more independently only when they are confident and competent. There is good compliance with training required, including more specialist subjects. The provider is considering systems to identify further specialist training. Care workers have supervision meetings with line managers and records show the service supports staff on an individual basis. The provider recognises staff long service and many staff at Morel Court have worked at the home more than ten years. People told us *"The staff are very good and so hard working."* The service supports and encourages, families, visitors, and volunteers, helping extend the support available to 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	N/A

	inspection	
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