



Ashbury House



Ashbury House, Greenmoor Lane, West End, Magor, NP26 3HT



01633881879



https://www.consensussupport.com/find-a-home-search-results/?postcode=&home=ashbury®ion=&accommodation_category=

Date(s) of inspection visit(s):

28/04/2025

Service Information:

Operated by:	Consensus Support Services Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	6
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

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Ashbury House is a small care home situated, in a residential area in Magor with access to local shops and facilities. The service provides accommodation, care and support for up to six people with a learning disability. Nursing care is not provided.

People's wellbeing and the care and support they receive is good. People can make everyday choices and are given opportunities to take part in regular activities. A good standard of care is provided and people are treated with dignity and respect. Personal plans detail how people like their needs met and are reviewed regularly.

The environment people live in is good. People have their own rooms and communal areas in which to spend time alone or with others. Outdoor space is available to access when the weather is warm. There is a schedule of maintenance in place.

The leadership and management of the service is good because quality assurance systems are effective. Care staff are sufficiently trained, supported and knowledgeable about the people they support.

Findings:



Well-being

Good

People experience good emotional and physical well-being at Ashbury House. They look well cared for and settled in their environment. A range of external healthcare professionals support people and appropriate timely referrals are made when any change in people's health is observed. People are treated with respect, kindness and compassion by the staff team and enjoy the companionship of others. People are supported to maintain relationships with friends and family. Relatives can visit when they wish, and people receive support to meet up with their family. As well as accessing the local community, people are supported to go on holiday.

Care staff ensure individuals have choices and are supported to make as many everyday decisions as possible. Planned activities are available alongside impromptu interactions with staff, giving people opportunities to follow their interests and also to try new things. We saw many meaningful interactions, as care staff showed genuine interest in people's well-being. The Responsible Individual (RI) visits the service regularly and has discussions with people to help inform improvements at the service.

There are systems in place to help protect people from abuse and harm. The service assesses people's care and support needs and any associated risks to their health and well-being. Care staff are trained to meet the needs of the people they support and are aware of their safeguarding responsibilities. There are whistle-blowing and safeguarding policies and procedures in place to further safeguard people. Where there are necessary restrictions made in people's best interests to manage their safety; these appear proportionate.

People live in an environment which supports their well-being. People have access to communal areas as well as the privacy of their own rooms. The home is clean, appropriately furnished and decorated throughout. People have the correct equipment needed to promote their independence and safety, including mobility aids. Individual risks to people are assessed and their safety is managed and monitored. Good hygiene practices are promoted and staff receive annual infection prevention and control training.



Care & Support

Good

People receive the care and support they need to achieve their personal outcomes. Care staff support people with warmth, compassion, and patience. Communication styles are adapted to suit each individual. Care staff understand people's needs and can anticipate the needs of people who cannot verbalise their own wants. We saw people are relaxed and comforted by care staff supporting them, and they enjoy each other's company. People we spoke with provided positive feedback regarding care staff. One person said, *"I like living here and staff are always around to help."*

Personal plans set out what is important for each person in accordance with their likes and preferences. Risk assessments are in place to ensure people are supported to make their own choices as much as possible and remain safe. Personal plans are routinely reviewed and updated when changes are identified. We were told about the introduction of a new "Quality of Life" tool, which will review on a regular basis the different aspects of each person's life, for example what they would like to achieve, choice and independence. This tool will determine which areas of a person's life require additional support to achieve the best possible outcomes for them.

People's rights are promoted as care staff provide support in the least restrictive way. Care staff are trained to protect people from harm and abuse and are aware of their duty to report concerns. The provider reports any concerns about people's safety to local safeguarding teams and makes Deprivation of Liberty Safeguarding (DoLS) referrals when there is an identified risk that care arrangements may deprive them of their liberty.

People's health is monitored and they are supported by care staff who know them well and notice any changes quickly. Resulting in timely referrals to healthcare professionals supporting people to maintain their physical and emotional health. Advice from health and social care professionals are recorded in personal plans, care staff follow this advice and record outcomes. There are medication management systems in place. We saw medication is securely stored and it can only be accessed by authorised personnel. Medication administration record (MAR) charts are filled in correctly confirming people receive their medication at the right time. Internal medication audits are completed on a regular basis and we were told these would be strengthened to ensure practice remains safe and effective in relation to controlled medicines.

People's risk of infection is minimised. The 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. Effective daily cleaning schedules are in place as all parts of the home are clean and tidy.



Environment

Good

The environment is suited to people's needs. There is a homely environment, which is comfortable and clean. People's rooms are a sufficient size and are personalised to their preference with items of importance, which helps create a homely feel. There are communal areas where people can interact with each other and take part in activities. We observed people in communal areas, they appeared comfortable and relaxed which suggests they are happy with the environment. There is access to a garden area and patio to the rear of the building, which people were enjoying on the day of inspection. The kitchen has recently been renovated to enable better access for people to develop and maintain daily living skills.

The provider ensures systems are in place to maintain and manage the accommodation. We did a tour of the property and found the environment to be safe with hazards reduced as far as possible. After our inspection we were told the service had seconded a person to the position of maintenance worker who will be responsible for day to day management issues. Harmful chemicals are locked away safely. Fire equipment is checked, and alarms and lighting are tested regularly. Every individual living at the service has a personal emergency evacuation plan specific to their support needs. The closure of fire doors when the fire alarm is activated was not sufficient on the day of inspection and required remedial action to make safe. External contractors are used when required to test services such as gas and electricity. Routine health and safety audits are completed to help identify and action any issues with the environment. Hygiene and cleanliness standards are good. The service had been inspected by the Food Standards Agency and had been given a rating of three, demonstrating the service was rated as generally satisfactory before the recent renovations were completed.



Leadership & Management

Good

Governance arrangements support the day-to-day operation of the service to ensure continued quality care and support, helping people achieve their wellbeing outcomes. The Statement of Purpose (SoP) and guide to services state what people can expect whilst living there, and the service reflects the contents. The manager is experienced and registered with Social Care Wales and supported by team leaders. The RI has effective oversight of the management of the service. There are effective governance arrangements in place including regular audits of information, RI visits and seeks the views of people using the service and those that work there. Quality of care reports are completed every six months. The reports evidence which areas are working well and what could be improved. Actions are reviewed from each previous report to promote continuous development.

People achieve their personal outcomes because the service provider makes sure there are enough staff with the necessary expertise, skills and qualifications to meet their care and support needs. There are good staff recruitment practices in place. We viewed a sample of newly appointed staff and found the required pre-employment checks had been completed. This included Disclosure and Barring Security (DBS) checks and gaining satisfactory references. Previous employment histories are explored as part of the selection process. This enables the service provider to make a decision about the fitness of workers at the service. Eligible care staff are registered with Social Care Wales (SCW) the work force regulator.

Newly appointed care staff complete an induction programme which includes training and shadow shifts. Staff are up to date with mandatory training. Staff we spoke with enjoy their jobs and feel supported by their manager and records confirm that they receive regular one to one supervision sessions. Staff appraisals are also completed evidencing a commitment to the ongoing professional development of staff. Staff meetings take place, promoting discussions about people's experiences and any planned changes to improve the service.

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.

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