



## Abermill



Abermill Care Home, Thomas Street Abertridwr, Caerphilly, CF83 4AY



02920831622



<https://www.hc-one.co.uk>

Date(s) of inspection visit(s):

27/03/2025

## Service Information:

Operated by:	HC One Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	38
Main language(s):	English
Promotion of Welsh language and culture:	The service provider makes an effort to promote the use of the Welsh language and culture, or is working towards a bilingual service.

## Themes:



Well-being



Care & Support



Environment



Leadership & Management

## Summary:

People are happy at the service. People receive individualised care and support by care workers who know them well. We observed positive interactions between people and care staff. We also observed a positive meal experience during the inspection.

Care workers are happy at the service and receive appropriate training within their role. People are supported to undertake formal qualifications if they wish to promote their own career development. The service has benefited from recent refurbishment and redecoration. People can choose where they want to spend their time, including a variety of comfortable communal spaces. The Responsible Individual (RI) is present at the service and engages with people to understand their views of the care they receive.

## Findings:



### Well-being

People have choice and control over their lives. There are plenty of activities for people to access at this service. Some examples include structured activities and larger group activities like entertainers attending the service to put on a show. We also observed people completing jigsaws and puzzles as well as chatting together. Smaller, more informal sessions discussing memories and happy times during their lives are also facilitated. There are dedicated care workers who organise these well-being activities. They spend time getting to know people to be able to organise activities in line with people's preferences. People are supported to attend events and facilities within the local community area and meet up with others in the local community. Within the service intergenerational classes are organised where local school children attend and join in activities with people. Also local ministers attend regularly to support people practicing their faith.

People are supported to achieve their personal goals. The service has a wishing tree where people are encouraged to add their wishes, goals and things they would like to do or explore. Care workers showed us examples and photographs of people doing the things they wrote about on the wishing tree. There are resident meetings where people are supported to have a voice and share their views and feedback about the service.

People are kept safe from harm and abuse. There are robust policies in place within the service which sets out what care workers should do if they encounter a safeguarding event. People's physical health is promoted and referrals to external agencies made when required. The service promotes people to act as 'Champions' and to take the lead on things they feel passionate about. These include a fitness champion who motivates people to keep mobile, and a hydration champion who makes sure people have access to drinks throughout the day.

The service is working towards providing the active offer of the Welsh Language. The service enjoys celebrating Welsh cultural events.



## Care & Support

People are happy at this service. We observed some warm and friendly interactions between care workers and people during the inspection. Care workers are not rushed and engage people in meaningful conversations. Care workers know people well and understand their preferences about how people like to be supported. This is reflected in people's personal plans.

The service has recently moved to an electronic system to oversee their personal plans. This new system has recently been introduced by the service and care workers are adapting well to the changes. All plans reviewed during the inspection were personalised and contain information about people's social history, family and things of interest to them. People's needs are documented comprehensively and guide care workers how to meet people's care needs. People are supported to be as independent as they are able to, and care workers know when they should step in and assist. Plans include people's social history as well as their likes and preferences. There are risk assessments in place to ensure people can be supported safely. These look at each situation and outline what measures can be taken to ensure people can complete the task as safely as possible. Personal plans and risk assessments are reviewed regularly and updated when necessary.

People and relatives spoken to during the inspection spoke positively about the care at the service. People feel included in what happens in the service, and relatives told us the care their relatives receive is very good.

Arrangements for the administration and storage of medicines are good and there are robust policies and procedures in place to guide staff in this area. Medication storage areas are organised and clutter free. There is good oversight of the Medication Administration Record (MAR) records and processes in place to ensure that medication is administered as it should be. Alerts are generated for managers attention if medications are administered later than their scheduled time. Managers at the service have good oversight of medication processes and take action when necessary. There are plentiful supplies of Personal Protective Equipment (PPE) available within the service. We observed care workers wearing and changing PPE appropriately during the inspection.



## Environment

The service has benefited from a recent programme of renovation and upgrades including redecoration and replacing windows where necessary. The service is clean and clutter free and communal spaces are homely. People's bedrooms are personalised, and people have photographs and trinkets on display. There is a choice of communal spaces to access if people wish, including lounge rooms, dining rooms, as well as other smaller spaces where there are chairs located if people wanted to use a quiet space away from their bedrooms. There are a selection of books, newspapers and magazines available for people to read if they choose. There are kitchenette's available around the service so people and their relatives or visitors can prepare a drink when they choose. There are also fresh cold drinks and fruit available for anyone who wants it.

All required safety checks are completed and there is good oversight by managers to ensure any maintenance issues are completed promptly. There are processes in place to ensure appropriate actions are taken regarding to fire safety, including appropriate risk assessments being in place and fire drills completed to ensure care workers and staff are familiar with what to do in the event of a fire. There has been a recent upgrade to the fire doors within the service. Their ongoing maintenance is part of the regular maintenance programme of safety checks in place within the service.

There are garden areas available to the service. There is a small patio area immediately outside of the service. This is always available to people. The second, larger area is a short walk away at the other side of the car park area. There are gates that can be set up in a way to restrict vehicle access and create a safe pathway for people to move between these two areas safely when this space is being used.

The service has been awarded a Food Standards Agency rating of five (very good) so people can be assured of very good food hygiene practices within the service.



## Leadership & Management

The management team has been in place for some time providing stable guidance and support to the service. There are safe recruitment practices in place within the service which ensure appropriate checks and references are obtained for any new care workers. All care workers receive a suitable induction to their job role. There are regular training opportunities to ensure care workers have the required skills for their job roles. Managers at the service have good oversight of the training levels within the service making sure care workers complete any refresher or updated learning in a timely way. Supervision sessions between staff and a manager happens regularly. These sessions provide an opportunity to discuss any work-related issues and ensure the well-being of the staff member is considered and supported.

There are plenty of care workers available to meet the needs of people living at the service. There are processes in place for care workers to be able to call a manager out of hours during the night or weekends. Whilst no complaints have been received by the service since the last inspection, there are processes in place to deal with any complaints received. The manager at the service captures any compliments and shares these with the staff team. There are regular team meetings to share information about the service, and daily meetings take place to discuss any issues as they arise and plan for events of the day. There is good oversight of accidents and incidents. These are recorded and analysed to identify any patterns or trends which might prevent future instances. There are good governance arrangements in place to ensure the smooth operation of the service.

Care workers told us they are happy at the service and feel supported by managers. The RI attends the service regularly and ensures they capture people's feedback about their experiences of the service. The Quality of Care report completed by the RI is a comprehensive review of the service, which sets out where the service does well, and how the service can continue to improve.

## 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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