



# Inspection Report on

**Coed Mor Residential Care Home**

**Coed Mor Residential Home  
Groes Lwyd  
Abergele  
LL22 7TA**

## **Date Inspection Completed**

21/11/2024

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## About Coed Mor Residential Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	SI Medicare LTD
Registered places	19
Language of the service	English
Previous Care Inspectorate Wales inspection	6 January 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

Coed Mor is a friendly and welcoming home. People have a choice of homely areas to sit and socialise or relax in. Care staff ensure people have plenty to occupy them, by organising a range of different activities and organising themed events to celebrate special occasions. They also take people out into the local community to support them to follow their interests. People's views and opinions are valued and considered in the delivery of the service.

People are well looked after by kind, patient, and caring staff. Care staff take time to get to know people and support them to maintain as much independence as possible. They treat people with dignity and respect. Care staff are positive about their jobs and feel well supported by the manager and responsible individual (RI). The RI frequently attends the service and is available to address any issues or concerns. The manager and RI monitor the service, completing regular audits and visits. This enables them to identify any concerns and take prompt action if this is required.

## Well-being

People have choices about how and where they spend their time. The lounge is laid out to suit the needs of both people who like to socialise and those who prefer quieter spaces to relax in. We saw people were occupied with reading and sharing newspapers and other activities of interest to them. Care staff organise a wide variety of group activities every weekday. We heard how some people enjoy playing balloon tennis, bingo and saw photos of the recent themed activities for Halloween. People told us they were looking forward to Christmas, and one person told us that the Christmas buffet is particularly good. People were enjoying an afternoon sing a long during our inspection and we saw care staff were sitting with people and joining in. Everyone we spoke to told us how much they enjoy the food. There are two choices at mealtimes, and alternatives can also be requested.

Care staff consult people for their views on the service and these are taken into consideration. They hold regular residents' meetings, and the minutes of these record people being asked for their views on activities, and the redecoration of the home. The cook told us they seek people's views whenever the menu is reviewed. A Welsh dish had been suggested recently, which they found the recipe for and added to the menu at the person's request.

People are protected from the risk of abuse and neglect. There is a safeguarding policy in place and care staff have up to date training in safeguarding. They told us the manager and RI are approachable and they are confident to raise any concerns with them. The manager ensures any safeguarding concerns are referred appropriately to the local authority.

People are supported to maintain contact with family and friends. Relatives told us they can visit at any time, although they try to avoid protected mealtimes. One relative told us how much they enjoy being able to join in with the activities on offer as it gives them a shared interest and opens communication with their loved one. Relatives told us they "*couldn't be happier with where X is*", and they know their relative is "*in good hands*". Welsh speakers have access to bilingual menus, and other documents can also be translated into Welsh. Care staff attend training in Welsh and are encouraged to use Welsh phrases to communicate with people who speak the language.

Care staff ensure people's health needs are met. They maintain appointments with health services such as the optician and chiropodist. They monitor health conditions and make timely referrals to health professionals when further advice and support is needed.

## Care and Support

People are supported by care staff who know them well and deliver care as specified in their personal plans. Personal plans contain detail about the person's likes and dislikes and how they would like their care to be delivered, including details about individual preferences such as people's preferred toiletries. They also contain information about how people communicate, for example, how people with limited verbal communication express if they are in pain, which assists care staff to identify this and other emotions. Personal plans are kept updated and are reviewed every month, which is above the requirements of regulations.

Care staff encourage people to maintain as much independence as possible and follow personal plans which clearly tell them what each individual can do for themselves. One person told us how they like to go out in the local community but had found it difficult to get out following the covid pandemic. The manager told us how care staff had supported people to regain confidence to access the local community, after lockdown, and that people have regained their independence to do this.

Care staff ensure people's health needs are met. People's health needs are monitored and any concerns are escalated to health professionals. Care staff have good working relationships with other professionals and escalate any concerns in a timely manner. One health professional told us the care staff are "*thorough*" and "*helpful*". People told us they feel they receive good care; one person told us "*The girls [care staff] are nice.*"

Care staff ensure medication is stored and administered safely. Medication is stored securely, and good records are kept of stocks of medications. Care staff ensure they are focused on the task when administering medication, and a second member of staff observes and signs the administration of controlled drugs. People's medication is recorded accurately on medication administration records. Care staff take time to explain people's medication to them. For example, we saw them show kindness and patience when administering eye drops, and topical creams, by explaining what they were doing and how it might feel.

## Environment

People live in a home which is comfortable and welcoming. They have access to communal areas in which they can socialise, or sit and relax in. There is a large lounge which has been arranged to create distinct seating areas. There is a choice of places for people to eat their meals, the dining room, a dining table in the lounge, as well as people's rooms if they choose. People have bedrooms they can personalise to suit their individual tastes. We saw people had brought their own items of furniture as well as photos and other items to help them feel at home. The service has been undergoing some renovation, with new flooring and bedrooms being updated and decorated. People are consulted for their views on the redecoration and how they would like this to look. There is a range of specialist equipment for people to use which is regularly serviced and well maintained.

The service provider ensures the building is safe and secure. There is a visitors' book, which we were asked to sign, and we were unable to enter the building without introducing ourselves to staff. We saw certification of gas and electrical safety checks. There is a legionella risk assessment in place and water safety checks are undertaken regularly. The manager completes a monthly review of the health and safety and fire safety files to ensure no checks are missed. People have personal emergency evacuation plans in place which detail the assistance they require in the event of an emergency evacuation. Fire drills are undertaken regularly, alongside other fire safety checks. We found the service was clean and tidy throughout. It has a food hygiene rating of five, which is the highest that can be achieved.

## Leadership and Management

People are supported by care staff who are knowledgeable and skilled for their roles. All new staff undergo the appropriate recruitment checks; we saw evidence of reference and disclosure and barring service checks. They are all encouraged to complete qualifications and register with Social Care Wales. Care staff undertake regular training, and this includes specialist training, such as diabetes, to ensure they can meet people's specialist needs. They receive regular supervision, and have an annual appraisal, to monitor their progress and development. The manager holds staff meetings six times a year. These are collaborative meetings in which staff are consulted for their views and ideas. The manager also ensures there are some more enjoyable team building meetings and events to help staff in the service feel valued and develop their team-work skills. Care staff told us they enjoy their roles, one member of staff told us "*It is like a family*". There was a calm and friendly atmosphere throughout our inspection.

The manager and RI provide good oversight of the service to ensure it is running smoothly. The manager completes monthly audits, checking key areas such as infection control, medication, and personal plans. This also includes a mealtime experience audit, in which the manager considers whether people are enjoying good quality meals and having a pleasant and enjoyable experience at mealtimes. The RI regularly attends the service and is committed to continual improvement. They complete a quarterly report reviewing how the service is performing, which includes evidence of speaking to a selection of people and staff for their views. Their reports are thorough and consider the suitability and safety of the environment as well as reviewing a selection of records. They also complete a six-monthly quality of care report. This considers what is working well and any potential areas for improvement, such as improving the active offer of Welsh.

The service provider makes ongoing investment in the service. There has been a recent scheme of refurbishment, with new flooring. Many bedrooms have been redecorated and this work is ongoing.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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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