Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

Woburn Hill

Cemaes Bay

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

25/02/2025

About Woburn Hill

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Achieve together Ltd
Registered places	6
Language of the service	Both
Previous Care Inspectorate Wales inspection	1 March 2023
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People are supported to have their own routines and activities, as well as live together, within a homely setting. They are encouraged and supported to develop independence skills, to socialise in and away from the home. We saw people are fully involved in planning their daily routines and care needs, which focus on individual choice and preferences.

People are responsible for their own rooms, and these are personalised to their taste. Communal areas meet people's needs and preferences. We found people thrive, feel at home and are content in their surroundings. They have positive relationships with the people they live with and care staff who support them.

The provider ensures safe recruitment of staff and provide support through formal supervision and training. Staff told us they feel valued. There are robust monitoring systems in place to ensure effective oversight of the service.

Well-being

People have control over their day to day lives. We saw people coming and going from their home throughout the day. People participate in a variety of activities, including afternoon drives, going out for lunch, to the gym, cooking and baking. People told us they are happy with their routines and get to choose what they want to do. We saw care staff supporting people with dignity and respect throughout the day. Care staff told us they have weekly meetings with the individuals they support, so that they can plan their week ahead. This means that people are supported by the same carers, and they can look forward to forthcoming activities.

People's physical and emotional well-being is pivotal to the planning of care they receive. People told us they have been happy living at the service. Care staff are well trained, supportive and enable people to participate in their individual routines and activities. This encourages people to be independent and confident. Management is effective in reviewing and overseeing individual care and people's routines. The home environment is bright and homely which promotes their well-being.

People are safeguarded from the risk of harm. Personal plans include information about risk to individuals and appropriate guidance for care staff about how to respond. Care staff are trained to keep people safe, including safeguarding, manual handling and first aid. Managers are approachable, know people and staff well and ensure there are mechanisms in place to monitor risk, report safeguarding and concerns appropriately. There are effective systems in place to ensure any risks to people's safety and well-being is minimised.

This service is set out to support people's overall well-being outcomes. It is spacious, clean and inviting. People's rooms contain personal possessions, furniture and décor. There is signage and bilingual decorations on corridor walls; these provide English and Welsh terms for people and care staff who are learning Welsh. There are a variety of sitting rooms for people to choose from. The large conservatory is bright and cosy and has two televisions, so people can watch different programmes in the same place. There is enough room for care staff to support people in the communal areas. We saw care staff assist people to prepare meals at lunchtime and teatime. Management oversees the upkeep of the environment and have an ongoing plan for the improvement of the environment. There is a garden for people to enjoy, during warmer months. The surrounding village is a safe and quaint area for people to take daily walks.

Care and Support

People feel confident the service provider has an accurate and up-to-date plan for how their care is to be provided to meet their needs. Personal plans are clear, accurate and provide a detailed guide for staff on how individual care is to be provided. Information is gathered from people, their families and professionals involved, before people move to the service. This is built upon over time and a quarterly review of personal plans is undertaken. People's views, routines and preferences are central to the planning and updating of plans. One person told us they chose their room and planned their daily and weekly routine. They said,

"*Mae o yn absolutely ffantastic yma" ("It is absolutely fantastic here".)*

People and care staff read and sign their plans on how their care is to be provided.

People are provided with the quality of care and support they need through a service designed in consultation with the individual and which considers their personal wishes, aspirations and outcomes. Care records demonstrate ongoing and effective consultation with people for every aspect of their daily routine and lives. For example, we saw consideration is given to goals, dreams, health, fitness and preferences. We observed people and staff planning activities, education and future holidays. We saw written complements provided from people and staff. Weekly meetings involving people and staff provide ongoing consultation.

People access services to maintain their health and well-being. These include health appointments and exercise and walks. Plans are reviewed and updated following appointments. Care staff support and enable people to attend hospital, dental and doctor appointments. We observed people coming and going throughout the day to participate in their daily routines and hobbies. The home has robust systems for recording health and well being information.

There are measures in place to ensure the medication process is safe. The service medication policies and procedures have been reviewed and are up to date. Staff are trained in medication and those who administer medication have been assessed on their competency to administer medication. The medication administration records (MAR) are accurate and clear. Medication is stored safely and securely and at appropriate temperatures, which are monitored and recorded.

Environment

The provider ensures people's care and support is provided in an environment which promotes achievement of their personal outcomes. The service is homely and bright, with large windows in each room. We saw people are content within their environment. Communal rooms including the lounges, kitchen and dining area, are set out to enable people to be as independent as possible. The kitchen is clean and spacious, we saw people preparing lunch independently whilst staff were available to support if required. We saw people sitting on comfortable sofas, in communal lounges, playing games and watching television; the internet is available for people to choose what they watch on demand. People's bedrooms are spacious and contain personal items, furnishings and colour schemes of their choice. There are picture displays of people enjoying activities throughout the home. There is bilingual signage in corridors, for people to use popular phrases.

There are mechanisms in place to maintain health and safety and to reduce risk to individuals. On entering the service there are accessible personal emergency evacuation plans (PEEPS). These are clear and provide information about individuals. Personal plans include risk assessments which provide information about people's health needs and the environment they live in. Care records are clear, and staff follow these effectively. Regular safety checks and repairs take place within the service. These include fire safety, lighting and legionella. Management undertakes regular audits to ensure safety of the environment.

Leadership and Management

The provider has governance arrangements in place to support the smooth operation and effective oversight of the service. Through ongoing quality assurance processes, they review standards of care and compliance with regulations. Information and views obtained are used for the continued development and improvement of the service, to enable people to achieve their personal outcomes. The service policies and procedures are reviewed and accessible for all staff. The statement of purpose (SOP) is an accurate reflection of the service. People's personal outcomes are achieved because there are systems in place to assess, plan, monitor and review the care provided. Care records are regularly reviewed and updated. The quality of care provided is monitored and informs the development and progress of the service. Management seeks feedback from people, their families and professionals to inform ongoing improvement. Regular team meetings take place to provide people and staff opportunities to have their say about how the service is managed.

The provider has oversight of financial arrangements and investment in the service, so it is financially sustainable and supports people to be safe and achieve their personal outcomes. The management team is stable. There is ongoing investment in staffing and the environment. There is an effective and reliable electronic system, to aid management oversight of the service.

People are supported by a service that provides appropriate numbers of staff. They are suitably fit and have the knowledge, competency, skills and qualifications. We saw people respond well to the staff who support them. Care staff are recruited safely; appropriate checks are made before they start in post. Care staff are up to date in training and have read and signed the service policies and procedures, which underpins their training. Staff receive training via e learning and face to face training. Specialist training is provided to ensure care staff have the knowledge and skills to care for individuals with specific care needs. Managers and care staff are formerly supported via regular basis. Care staff told us they feel supported by management and enjoy their role. Care staff are supported and encouraged to undertake developmental qualifications including National Vocational Qualification (NVQ). Care staff told us there are always enough staff to provide good quality care and the rota demonstrates this.

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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