



Prestemedde Care Home



Prestemedde Care Home, Townend, Presteigne, LD8 2DE



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www.shaw.co.uk

Date(s) of inspection visit(s):

07/05/2025

Service Information:

Operated by:	Shaw healthcare (Cambria) Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	12
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.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

We found people living at Prestemedde are supported by a care staff team who work extremely hard to make sure their well-being is good. They treat people with respect and are committed to ensuring both the care and support they receive and the environment they live in supports them to achieve good well-being outcomes. The positive comments we received about the care staff were confirmed through our observations particularly about the kind, supportive relationships they have with people using the service and visitors. This helps to create a positive culture where people feel safe and well cared for.

Leadership and management of the service is good because the positive culture and strong teamwork makes sure people achieve good outcomes. There are effective quality assurance processes including regular visits from the Responsible Individual (RI) to ensure continuous development of the service.

Findings:



Well-being

Good

People's outcomes are good because they have choice over their day to day lives. We saw people who could, moving freely around the service, spending time where they wished. Records show there are opportunities for people to give their views on the service in a number of ways including resident meetings and surveys. We saw care staff chatting to people throughout the day and taking time to stop and listen when they spoke showing a genuine respect for them. One person told us *"Staff are lovely and approachable."* It is clear from our observations and discussions with care staff that they know people extremely well and can support people who need it to make decisions. Information is available about what they can expect from the service in both the guide and statement of purpose as is the process to raise formal concerns and how these will be managed. Information can be made available in Welsh for people who want it. The provider recognises language and cultural needs of people and works towards promoting these.

People are supported to maintain their physical and emotional well-being. The positive culture amongst the staff team ensures people's needs are met because care staff know what is important to them. Support from health and social care colleagues is sought quickly when needed. People are supported to maintain and sustain existing relationships with family and friends as much as possible. Visitors say they are welcomed into the service at any time and people enjoy going out into the community with family and friends. We saw friendships formed with people enjoying time in the garden discussing improvements they want to make. A three-month activities plan is displayed on the notice board so people can see what is on and decide if they want to join in. There were no planned activities on the day we visited. People who are able were seen enjoying the garden or going into town. Care staff told us they take people out when they have time.

People are safeguarded from abuse and neglect. Access to the service is via authorised personnel. Personal plans detail risks to people's health and well-being and how these should be managed. Where they can, people are encouraged to make choices and take informed personal risks. This includes independently accessing the community.

People live in accommodation which meets their needs. Bedrooms are personalised giving people a sense of ownership. Throughout our inspection, there was a lovely relaxed, friendly atmosphere which was created by the care staff team and their positive interactions with people and visitors to the service.



Care & Support

Good

People, visitors, and professionals involved with the service praise the care staff team for their dedication to providing them with the care and support needed to maintain their well-being. Comments include: *“they work very hard, go over and above,” “staff are excellent”* and *“marvellous.”* Care staff spoken with tell us they are extremely busy at the minute, but they are pulling together as a team to ensure shifts are covered so people’s care and support needs are met. This was echoed by a visitor who said the care staff team are *“stretched”* at the minute but *“coping well.”* We found them to be very friendly and treat people with dignity and respect. They are committed to supporting people in a way they want, demonstrating what matters to people is important to them.

People receive good quality care and support to achieve their outcomes. Records show assessments are carried out to make sure the service can meet their needs. For people who wish to be involved, they help produce their personal plan, along with their representatives where appropriate. These are reviewed regularly to reflect changes in their needs and preferences. Documents seen were detailed and care staff told us they are confident in using the electronic care planning system to access relevant information so they can provide support in a way people want it. Measures to manage identified risks are clear for care staff to follow.

People are referred for appropriate care and treatment at the right time. Systems are in place to ensure medication is managed well. Records show regular contact with health and social care professionals when needed. The positive feedback we had from health professionals, including how care staff always follow their instructions shows their commitment to ensuring positive outcomes for people. Care staff have training and their competency to administer medication is assessed. Policies relating to medication management are in place for care staff to follow. Relevant professionals complete medication reviews.

People are kept safe from harm and abuse. Care staff have training relating to safeguarding and policies are in place to guide practice. From observation and discussion with care staff, they are clear about what to do if they feel a person’s well-being is compromised. We saw when people’s needs change posing a potential risk to them, specialist assessments are sought to reduce and manage the risk.

People are protected as much as possible from the risk of infection. We saw premises and equipment are kept clean. Domestic staff told us they have training and all the equipment and supplies they need to keep the premises clean and tidy. The service has obtained a score of 5 from the Food Standards Agency, the highest score they can achieve.



Environment

Good

Prestemedde is a homely, welcoming environment. People have access to different communal and private spaces in which to spend time alone, socialise or entertain visitors. Care staff respect people's decisions about where to spend their time. We saw people spending time together in the lounge as well as in their own rooms. Visitors were spending time with people in the privacy of their bedrooms and a small sitting room off the main lounge. Bedrooms are personalised with items of importance including photographs and people said they had all they needed to be comfortable. Bathrooms and toilets are accessible. However, we found bathrooms were being used as storage for equipment due to the lack of storage facilities at the service. Some bathrooms would benefit from redecoration. Following our visit, the RI confirmed this has been arranged. Signage around the service was in Welsh and English.

Outside spaces are safe and accessible to all people. We saw people enjoying this area. They were proud to show us the flowers and plants they had planted. Some had been provided by the local school children. People clearly enjoyed this area and took pride in it.

The service provider ensures people have suitable furnishings and equipment to meet their needs. This includes wheelchairs, moving and handling equipment and call systems. Systems are in place to maintain these to ensure they continue to be safe to use.

There is a system in place to manage risks to people. Records show regular servicing and maintenance of equipment ensures the safety and well-being of people. Fire risk assessments are completed regularly as well as checks of the fire systems and associated equipment. Care staff have training on the use of equipment including manual handling to minimise the risk to people.



Leadership & Management

Good

The service provider has good quality monitoring systems in place. However, they recognise this needs strengthening to ensure appropriate oversight of the service in the absence of the manager. This includes having access to documentation and completing service audits. People, visitors and care staff have opportunities to give their views on the service. This includes daily discussions, resident meetings, staff meetings and surveys. The RI visits the service and takes time to speak with people, reviews records and the environment. All the information is collated into a quality -of -care review which identifies what is working well and what needs to improve.

Checks are in place to make sure care staff remain suitably fit to work in the service and are appropriately registered with professional bodies. Recruitment records seen contain the required checks including Disclosure and Barring Service (DBS) and references. Training records show they have continuous training relevant to the needs of people they support. Care staff spoken with felt their training was up to date and relevant.

The care staff team are working extremely hard to make sure the service continues to meet the needs of individuals in the temporary absence of the service manager and whilst recruiting to vacant catering posts. The care staff team currently covers these vacant posts. We discussed with the provider the need to regularly check the staffing levels to keep up with the changing needs of the people they support. Whilst care staff tell us and we saw they are very busy, they feel well supported by the senior management team and work very well together, supporting each other. This helps to create a positive culture and ensures they continue to support people to achieve good outcomes. However, records show, and care staff confirm they are not having regular one-to one-supervision meetings with their line manager. We were told they have an annual review of their performance, but records were not available to us. Whilst there is no impact on care staff or people using the service at this time, the provider is aware this should be addressed and is taking steps to do so.

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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