



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru
Care and Social Services Inspectorate Wales

Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

Ashdale Care Home

Golden Lane
Pembroke
SA71 4PR

Type of Inspection – Focused

Dates of inspection – Wednesday, 12 August 2015

Date of publication – Wednesday, 7 October 2015

Welsh Government © Crown copyright 2015.

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.*

Summary

About the service

Ashdale Nursing Home is situated within a residential area in the town of Pembroke. It is a purpose built building which provides accommodation on one level, apart from an upstairs flat for one person.

Ashdale is registered to provide nursing and personal care for forty three persons over the age of sixty five. A variation to this has been made in respect of one person who is under the age of sixty five. Respite and day care is also available.

The responsible individual for Ashdale Care Limited is Susan Harris and the registered manager is Denise Alderman.

What type of inspection was carried out?

This report is based on the findings of a focused inspection which looked primarily at the quality of life of people living in the care home.

The inspection included:

- An unannounced inspection
- Discussions with people living in the care home
- Discussions with members of the nursing and care staff team
- Discussions with the kitchen staff
- Discussions with relatives
- Discussions with the registered manager and deputy manager
- Examination of four nursing and care files
- Examination of four staff files
- Examination of a range of documentation relating to the care of people living at the home
- Tour of the home.

What does the service do well?

- The service continues to provide a vibrant, stimulating and uplifting environment for the people who use it.

What has improved since the last inspection?

- No areas of non-compliance were noted at the last inspection.
- Staff supervision is undertaken at least two monthly with records of supervision sessions maintained in staff files.

What needs to be done to improve the service?

- There were no areas of non-compliance as a result of this inspection.
- Discussion took place with the manager and deputy manager around maintaining information relating to people's social and spiritual needs and preferences in their main files in order that their needs can be seen to be met in a holistic manner.

Quality of Life

People living at Ashdale are active, positively occupied and stimulated as we (CSSIW) were informed and observed pictorial and written evidence of a range of activities that had been held at the home. We spoke with the activities co-ordinator who informed us of the variety of activities offered to people and we sat in on a word game session. Activities included care and board games, sing along sessions with invited entertainers, ten pin bowling, visits to local attractions, quiz nights and coffee mornings. Staff spoken with described how activities are organised around the different and varying needs of the people living at the home and consideration is given to the provision of opportunities for individual participation, for example, reminiscence, discussion, looking at photographs and for group involvement. Staff were seen to be interacting in a very positive manner with people and were enthusiastic in their approach.

People benefit from a healthy diet and attention to nutrition and hydration. During discussions with the kitchen staff we were advised that the majority of meals are prepared with fresh ingredients, cakes are prepared on site and that all diets can be catered for. The lunchtime meal was seen to be healthy and nutritious, well presented and plentiful. People spoken with said that they were very happy with the meals offered to them and confirmed that there was always of choice of menu. Kitchen staff clearly had a good recent knowledge of people's likes and preferences, as evidenced through discussion and observation of the lunchtime meal. Weekly menus and people's individual records demonstrated that a variety of meals were offered to people and that individual preferences were catered for. Nursing and care records examined identified that referrals to the Speech and Language Therapy Service (SALT) were made should people need assessment and advice around nutrition and diet.

The health and welfare needs of people using the service are promoted and records examined demonstrated that medical and specialist support was accessed promptly if required. Care records were clear and informative and a variety of risk assessments had been carried out, for example, with regard to moving and handling, nutrition, falls and pressure care. Care plans and risk assessments had been reviewed regularly and updated where necessary. The information maintained in people's main files placed emphasis on the means by which their nursing needs could be met. Information regarding the social and spiritual needs of people was kept in separate files. The manager discussed her intention to include this information in people's principal files in order that a holistic plan of care was clearly evident. A clear record of contact made with health and social care professionals was maintained. The home was very clean throughout, including communal areas, bathrooms and toilets. We therefore found that people's physical needs were being met appropriately.

Quality Of Staffing

This inspection focused on the quality of life of people living in the care home. However some comment can be made on the quality of staffing at Ashdale.

People enjoy being cared for by motivated staff and all those spoken with commented positively on working at the home. Staff spoke with enthusiasm and commitment about the work they undertook and consistently commented that they felt that they worked within a strong staff team and felt supported by their colleagues by the manager. People living at the home consistently talked in very positive terms about the care offered by staff.

There were sufficient staff on duty to meet the current assessed needs of the people living at the home. Staff were seen to offer care in a relaxed manner and at lunchtime assistance was given to those who needed it in a calm, dignified and unhurried manner.

Quality Of Leadership and Management

This inspection focused on the quality of life of people living in the care home. However some comment can be made on the quality of leadership and management at Ashdale.

Clear lines of responsibility are evident within the care home. People spoken with said that if they had a problem or an issue which they wished to address they would feel confident to approach members of staff and the manager. They also said that they believed that any issues would be promptly addressed by the manager who they said was very approachable. The manager clearly had a good knowledge of the people both living and working at the care home and shared a positive relationship with them.

Quality Of The Environment

This inspection focused on the quality of life for people living at the care home. However some comment can be made on the quality of the environment at Ashdale.

People living in the home can feel uplifted by the environment as the home was clean, light and free from malodours. The emphasis by staff on offering relevant activities contributes to the vibrant atmosphere within the home. This is further enhanced by the frequent visitors to the home. Visitors commented that they feel very welcome within Ashdale and are encouraged to participate in events and activities as appropriate.

How we inspect and report on services

We conduct two types of inspection; baseline and focused. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focused inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focused inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focused inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by telephoning your local CSSIW regional office.

