



Inspection Report on

Min y Mor Residential Care Home

**Minymor Residential Home
Wellington Gardens
Aberaeron
SA46 0BQ**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

21/04/2023

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About Min y Mor Residential Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Ceredigion County Council Adults and Children's Services
Registered places	28
Language of the service	Both
Previous Care Inspectorate Wales inspection	17 February 2022
Does this service provide the Welsh Language active offer?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

People are very positive about the care they receive. They are supported by a dedicated and passionate staff team, who are well led by the manager and deputy. The manager and deputy ensure people are involved in their care and staff value their leadership.

The provider has strict visiting procedures, these restrictions negatively impact people's health and well-being but the provider has assured us the controls have now been lifted.

The environment was identified as an area for improvement in the last full inspection. The provider has completed work to the building but the décor remains in a poor state of repair. We have issued a Priority Action Notice because of the impact on people's well-being.

The provider is compliant with regulatory visits to the service and uses information from audits to inform their six-monthly quality of care review.

Well-being

People receive person centered support. The manager involves health and social care professionals to help people remain as healthy as possible. People are involved in developing and reviewing their personal plans, which focus on things that matter. When discussing the care workers an individual told us *“They are great here, some real characters that make me smile”*. Individuals are respected, and interactions with each other and the staff team are friendly and supportive. Representatives are positive about the care and support; one said, *“They are brilliant, I can’t fault them, they are absolutely fantastic”*. People live in a service that offers an 'Active Offer' of the Welsh language and can communicate in Welsh or English as they choose.

People do not live in a home that always promotes them to achieve their well-being outcomes because of the provider’s restrictive visiting policy. People are not treated with dignity because visits generally take place in a designated area and within a limited number of time slots allocated by the provider. The provider assured us they have lifted the restrictions and they now give people the choice around when and where they meet their visitors, in their home.

People are protected because recruitment processes and training ensure they get the right care and support. Care workers receive induction and ongoing development and register with Social Care Wales. Staff protect people from abuse and neglect and are fully aware of their responsibilities to raise concerns. People and their representatives know how to make a complaint if needed.

The provider has invested in areas of the building however, the overall environment still fails to support people to achieve positive outcomes. The dated décor, mismatching furniture and damaged carpets need refurbishment to better support people’s well-being. This was previously identified as an Area for Improvement and has now been escalated to a Priority Action Notice.

People have a voice because they and/or their representatives are involved in quarterly Regulation 73 visits. This information is recorded in a report with a clear action plan and used to inform the six-monthly Quality of Care Review.

Care and Support

People are very happy with the care and support they receive. We saw many positive and friendly interactions between people who live and those who work at the home. Care workers support people to be as independent as possible. People told us *"They (care workers) are great, they gave me the push to get myself better"* and *"They (care workers) have been great in helping me get ready to move home and to get the right support"*. Staff understand people and take time to get to know them, one told us *"I can give something back to people; even if it's just chatting. All the little things are big things. I am proud being in a job where I can help"*. Representatives are also very positive about the care and support and one told us *"The carers are excellent and so easy to talk to"*.

People are involved in developing their personal plans. The manager also involves individuals representatives, care workers and external professionals to ensure information is accurate and up-to-date. People are supported to develop memory books and a worker told us *"The memory books have bought joy to families and people"*. Senior staff regularly review plans with people and/or their representatives so they remain relevant. Documentation shows good evidence of health and social care professionals being involved. Daily notes are informative and record the care and support completed, meals eaten, activities and an account of the day from the perspective of the person.

The service is recruiting new staff and are using an agency to ensure adequate staffing levels are in place to meet people's needs. Staff are responsive to people and we observed many unrushed and positive interactions during the inspection.

Visiting restrictions have not been relaxed in line with current Public Health Wales guidance. This means people's visitors have to book appointments and meet their loved ones in a designated room rather than having the freedom to meet wherever and whenever they choose.

Most of the staff told us about the negative impact of the providers restrictive visiting policy, one said *"It is so sad that relatives can't see family when they want to. People need their families and families need them. It would be lovely to see family and friends come through those doors again. It would lift everyone's spirit; let them come"*. Following the inspection in a feedback meeting with the provider, they confirmed they have taken action to allow people to have visitors when and where they choose.

Environment

We identified the environment as an Area for Improvement in the last full inspection and the provider had an upgrade plan in place to address these issues. There has been an extensive window replacement programme and a new call bell system installed. However, the décor remains unchanged, we saw peeling wallpaper, damaged flooring and mismatching furniture throughout the service. Care workers we spoke with told us they wanted to see improvements to the environment and one said *“The décor doesn’t match the energy in the home. We are told there is a plan but it takes a long time to get anything done and we are still waiting”*. Representatives of people who live at the service told us they haven’t seen much of the inside of the home because of the visiting policy but they have been made aware of the plans to decorate and update the service.

The provider has invested in the building but the lack of upgrading to the decor impacts people’s well-being and we have issued a Priority Action Notice (PAN). The provider must take immediate action to resolve these matters.

People can personalise their rooms with their own pictures and furniture. Individual doors have a photographic information sheet about the person to help them orientate around the home. The grounds are accessible and people enjoy using the greenhouse in the warmer months to grow their own produce.

Regular Health and Safety audits of the property are completed. Testing of fire safety equipment is up-to-date and the provider is completing actions following a fire safety audit to achieve compliance with the fire regulations. Personal Evacuation Plans are individualised and available in emergencies.

Leadership and Management

The provider has effective arrangements in place for monitoring, reviewing and improving the quality of the service. Regulation 73 visits are completed every three months, the subsequent visit report evidences people, their representatives and staff are consulted with. The six-monthly Quality of Care Review uses information from audits and clearly identifies actions needed to improve the service.

The manager is developing an open and supportive culture at the service, a representative told us *"[Manager] is great, really good, she's excellent and very approachable"*. The manager is well respected and liked by people who live and work at the home, a care worker told us *"[Manager] is great, I can go to her and she will do her best. She's very approachable and it makes a big difference"*.

Care workers told us they receive regular supervision but told us they can discuss anything with their line managers whenever they want. Discussions with staff, demonstrate a sound understanding around safeguarding. Procedures are in place to support good practice and staff have a sufficient understanding of key policies.

Pre-employment checks take place before new employees start work. These include reference, right to work and Disclosure and Barring (DBS) checks. New staff receive a comprehensive induction and ongoing mandatory and person specific training to meet people's needs. A care worker told us *"Training is interesting and helpful"*. The induction programme links to individual learning outcomes and the 'All Wales Induction Framework for Health and Social Care'.

Adequate numbers of staff meet people's needs. Many care workers have been at the service for years. They have built up good relationships with people and understand their circumstances and individual need.

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
44	The evidence The environment had previously been identified as an Area for Improvement following our last full inspection (17.08.2021). The provider has not completed the decoration plan they had in place and the following was observed during the inspection. Peeling wallpaper, chipped and damaged paint work. Tired and damaged carpets and flooring. Bedrooms with damaged, mismatching furniture and decor. Staff and people's representatives want to see an improvement in the decor within the home to enhance the quality of people's lives. The impact on people using the service is the environment does not support people's well-being.	Not Achieved

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. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

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