



Inspection Report on

Stansty House Nursing and Residential Home

**Stansty House Nursing Home
34 Stansty Road
Wrexham
LL11 2BU**

Date Inspection Completed

29/06/2023

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About Stansty House Nursing and Residential Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Minster Care Management Ltd
Registered places	73
Language of the service	English
Previous Care Inspectorate Wales inspection	23 March 2022
Does this service provide the Welsh Language active offer?	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

Care staff treat people with dignity and respect and feel well supported by senior staff. The home is large and has three separate units; each unit has its own manager. Care and support is provided by a compassionate staff team who know peoples care needs well. People spoke very highly of the care they receive. People's health needs are understood by care staff, and timely referrals are made to appropriate professionals to seek advice and guidance when needed. Care documentation in the main reflects the person being cared for and is being further developed. Care workers are recruited safely and are provided with training and supervision to support them in their role. People have access to an extensive range of meaningful activities, which enhances people's well-being and quality of life.

The home provides a comfortable environment for people to live in which is safe and meets their needs. The environment is warm, clean, and decorated to a good standard. There is an ongoing redecoration programme being undertaken. There are policies and procedures in place to ensure the home is run smoothly. The Responsible Individual (RI) has oversight of the service as they regularly visit the service and speak with people. There are clear systems in place to monitor the quality of care provided.

Well-being

People have control over their day-to-day lives. People can choose how they spend their day whether it be in the privacy of their own room or in the communal areas of the home. Care staff know people well, respect their choices and consider their individual circumstances. Personal plans are in place and are currently being developed. People are invited to attend regular residents' meetings. The head cook visits people every day and discusses the menu and meal choices. Kitchen staff had a good understanding of people's likes, dislikes and dietary requirements.

People are relaxed, comfortable and know what opportunities are available to them. People told us care staff are kind and caring. People's health care needs are met in a timely way. Discussions with staff show they know the needs of people they support really well. Staff communicate effectively with people and the atmosphere within the service is calm and relaxed. People commented positively on the activities available to them. Staff make referrals to other healthcare professionals as required.

Systems are in place to keep the home clean, and the environment is maintained as part of a rolling programme which helps people to feel valued. A visitor's book is located at the front reception to ensure records are kept of all persons entering and leaving the service. All areas of the home are clear of trip hazards so people can walk around safely. There is a large garden area where people and their visitors can sit outside and enjoy the environment. Redecoration and refurbishment of the home is ongoing. The newly refurbished dementia unit would benefit from a homely touch.

People are safe and protected from harm. Staff have completed safeguarding training and are aware of their individual responsibilities for raising concerns. Safeguarding policies and procedures are in place, which are accessed by staff. People we spoke with said, if they had any concerns or issues, they could confidently raise them with the staff and the management team. People were all quick to reiterate that they had no concerns and were very happy at the home. Staff recruitment processes are robust, safe and all the required checks are in place prior to employment being offered. There is a whistle-blowing policy for staff to safely report poor practice. The home also has a general complaints policy and process.

Care and Support

People experience appropriate responsive care from staff who have an up-to-date understanding of their individual needs and preferences. A wide range of information is considered before people are admitted to the home. This includes obtaining information from external healthcare professionals such as social workers and hospital staff. Care documentation is in the process of being transferred to an electronic system. A majority of personal plans we viewed are person centred and give detailed instruction to staff on how to provide appropriate care. Personal plans are reviewed regularly with daily records maintained to monitor people's welfare. Records evidence advice and treatment is sought from healthcare professionals as appropriate. People's weight and pressure area care is monitored along with their general wellbeing, any concerns are quickly addressed.

Care giving is relaxed, and staff have time to talk to people and feel listened to. We observed staff approach people in a calm and unhurried manner. Call bells are answered promptly. All care staff interacted positively with people spending time chatting with them, taking interest in what they were saying and including others in the conversation. We observed care workers offering comfort where necessary and using appropriate communication and touch. People we spoke with commented on the friendliness of the staff. Some people's comments included: - "They treat me very well", "The staff are excellent carers", "Can't think of anything better, and I've lived in many homes" and "Can't have a better home than this one".

There are opportunities for people to be active, positively occupied and stimulated. Two activities persons are employed and are enthusiastic in promoting a variety of activities such as regular visits from local school children, reminisce sessions, Tai Chi, Reiki and crafts. A member of staff brings their rabbits in for pet therapy. We were shown photos where people engaged in different activities and people looked very happy. The activities person visits people for a chat in their room if they do not want to attend the arranged sessions.

People are offered a choice of nutritious healthy meals. A four-week rolling menu is in place and other choices are available if requested. The cook spoke passionately about menu choice and knew people's dietary needs. We observed hot and cold drinks being provided throughout the day. The mealtime experience is a social occasion, the dining room and tables were nicely set up and people are offered a choice of where they wanted to eat their meal. Feedback from people included "food is very good" and "the food is excellent". We observed staff give people individual attention, helping people prepare themselves for their meal and to sit comfortably. Where people needed assistance to eat this was done at the person's own pace.

Environment

People live in an environment that is suitable to their needs. The environment is fresh and clean because good standards are maintained. All areas we saw are clean and tidy with no unpleasant odours noted. We observed daily cleaning being undertaken by the domestic staff. There is evidence of a general refurbishment programme in place. People can arrange their rooms to their liking and had personalised their rooms to varying degrees with their own pictures, ornaments and memorabilia which helps people with their sense of orientation and belonging. There is a pleasant, enclosed garden with seating that people can use. Communal areas are hazard free to ensure people's safety. The dementia unit has recently re-opened after being refurbished and we noted improvements are needed in ensuring it is homely and more comfortable and stimulating for people with dementia. The provider has reassured us that this area is still being developed and plans are in place to ensure it is more comfortable.

Good arrangements are in place to ensure risks to people's health and safety are identified and mitigated. We were unable to gain entry into the building without ringing the bell which was answered by staff. We were asked for proof of identity and encouraged to sign our name and our time of arrival and departure in the visitor's book. Entries in this record confirmed that this applies to all visitors. We saw people's personal information is kept securely. The premises and equipment is safe because maintenance, testing and servicing of appliances and equipment is kept up to date. We found evidence of this in the sample of records we looked at. This included the fire safety system and equipment. The home's fire risk assessment had been reviewed within the last 12 months and records showed staff have received training in fire safety. Each person has a personal emergency evacuation plan (PEEP). We noted that the home had been awarded a score of 5 (very good) for safe food handling. Detailed policies and procedures to manage the risk of infection are up to date and accessible to staff. There are good hygiene practices throughout the home and care staff can refer to infection management policies when necessary.

Leadership and Management

The provider has a clear vision of the support it provides, and a positive regard to each person receiving support. A quality-of-care review is completed every six months and a report is available showing that the views of people living in the home have been sought. The report evidences any actions taken to address issues raised for improvement. The responsible individual visits the home regularly and a report of their visits is available in the home. Care staff we spoke with said they feel valued by the management of the home, and that they are supported to do their job. The registered manager has an open-door policy and care workers confirmed they could approach the management team and their concerns will be taken seriously. Managers complete audits such as medication, infection control measures, falls and environment. Any issues are resolved in a timely manner. People say they know how to make a complaint if they need to and are confident the provider would listen to them if they did.

People can feel confident that their care is provided by care staff who are competent and confident in meeting their particular needs. There is a programme in place to deliver core training, including manual handling, dementia care, adult protection, equality and diversity, medication, health and safety, infection control, first aid. All staff have registered with Social Care Wales and care staff hold or are working towards a care qualification. People we spoke to confirmed they receive care and support they require in a timely manner. Care workers have a good understanding of their roles and responsibilities and records we saw confirmed care staff receive supervision and annual appraisals in line with regulation.

Staff recruitment processes are safe. Staff personnel files seen have relevant documentation, with evidence that care staff are recruited safely. Vetting in the form of disclosure and barring (DBS) checks and gaining satisfactory references are undertaken prior to employment commencing. Photographic identification and evidence of identity is maintained.

The provider has not declared any financial concerns. Evidence seen at inspection demonstrates there is ongoing investment and maintenance in the service and there is enough staff on duty to meet the needs of people using the service.

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. 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
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N/A	No non-compliance of this type was identified at this inspection	N/A
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