



Inspection Report on

Monkstone House

**Monkstone House Residential Home
1 Locks Common Road
Porthcawl
CF36 3HU**

Date Inspection Completed

16/04/2024

Welsh Government © Crown copyright 2024.

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.

About Monkstone House

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	J & P RESIDENTIAL HOMES LIMITED
Registered places	41
Language of the service	English
Previous Care Inspectorate Wales inspection	4.10.2022
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 pleased with the care and support they receive at Monkstone House. People told us they enjoy living at the service and provided complementary feedback on care workers. The service has systems to ensure care and support offered is of a good standard. All feedback gathered as part of the inspection is positive about the culture in the service and people told us they are happy and feel safe. They are treated with dignity and respect and have personal plans, which are up to date and reflect their needs well. Referrals are made to professionals as required to ensure the correct support is provided. Family and people's representatives confirm they are involved and kept up to date. Activities and events are regularly planned, which people look forward to. Care workers are trained to meet the needs of the people they support and are happy working at the service. The home is clean with appropriate furnishings and décor throughout. Regular servicing and maintenance ensure the environment, it's facilities and equipment are safe to use. Policies and procedures are regularly reviewed and aligned with current statutory guidance. The RI has oversight of the service and quality assurance monitoring takes place regularly.

Well-being

People are treated with dignity and respect by an experienced and dedicated team of care workers. People told us they have good relationships with all the staff. We saw positive interactions between care workers and individuals during our inspection. Staff offer a choice of meals, and the service has a food hygiene rating of five, which is 'very good'. Equipment such as a call bell system is available and this enables people to get the care they need at the right time. One person told us "*They come quickly*". The management and RI gather regular feedback from people to help inform improvements at the home.

People's physical and mental health, and emotional wellbeing is promoted. Care workers support people to have access to the right care at the right time. People are encouraged to participate in activities they enjoy. There are activities which support people's physical and mental health and emotional well-being. Medication is stored and administered safely in line with policy. All staff wear personal protective equipment (PPE) when needed.

People can choose where and how to spend their day. People have access to a range of communal areas as well as the privacy of their own bedrooms. Specialist equipment and mobility aids are available for those who require them. We observed people in communal areas, they appeared relaxed and comfortable which suggests they are happy with their surroundings. Arrangements are in place to ensure the environment is clean and well maintained. We found communal areas are supervised by care workers at all times.

People are protected from harm and neglect. Care workers have undertaken safeguarding training and there is a policy detailing relevant safeguarding guidance and procedures. Care workers are aware of the process for raising concerns. Concerns and safeguarding matters are monitored by the management team. Care workers are subject to a thorough recruitment process to ensure they are suitable to work with vulnerable people. Staff receive regular supervision to support good practice.

Care and Support

Monkstone House provides a good standard of care and support. Care workers are attentive and respond to people's needs by providing appropriate levels of care and support in a dignified respectful manner. Staff turnover at the service is very low with no agency use, this means people receive good continuity of care. We saw people in the presence of care workers and they looked relaxed and comfortable. We also saw care workers engaging with people in a positive way, having meaningful conversations with them. People are positive about the service they receive and are complimentary about care workers and the management. People told us *"They care for me well"*, *"Nothing to complain about"* and *"I've dropped into luxury here"*.

People benefit from a very good standard of care and support. A person-centred approach to care planning ensures people are central to the care and support they receive. The service's pre-admission process and documentation considers individuals' compatibility, and the potential impact upon others receiving support. We looked at people's care files and saw they provide pro-active and up to date, clear, information on the individual's needs. Personal plans are developed in conjunction with the person and their representative. Robust risk assessments and management plans identify people's vulnerabilities and give care workers guidance on interventions that will keep people safe. A social worker said: *"Nothing is trouble for the staff, and they try to always accommodate to meet the needs of each resident and the families"* and a District Nurse told us: *"If I ask about a resident the staff are always knowledgeable and know the resident well"*.

People have access to the necessary health and social care services to maintain their health and wellbeing. Care workers know the people they support well. They can recognise changes in people's presentation and report to the relevant professional for advice or support. Personal plans contain documented evidence of appointments with professionals such as GP's, Dentists, and Social Workers. There are systems in place for the safe management of medication. Medication is stored securely in line with best practice guidance. Care workers receive medication training and there is a medication policy underpinning safe practice. Medication administration records (MAR) have no errors and regular medication audits aim to identify and action any issues. A local GP told us: *"Residents are well cared for; we have no concerns as a surgery. Staff appear to have good relationships with residents and are forthcoming in communicating well with the surgery"*.

Environment

The environment supports people to achieve their personal outcomes. The accommodation appears homely, comfortable and benefits from recent changes to the decor and furnishings. Corridors are free from clutter enabling people to move around freely and safely. People's rooms reflect their individuality and are decorated with belongings that are important to the person. A person told us: *"My room is lovely"*. There is accessible outside space that can be used in the good weather. Relatives and friends can visit the home when they want. Relatives told us: *"The home has been very clean any time we have visited it"* and *"It is a lovely home environment and not like a hospital or institution"*. Housekeeping staff are at the service daily to ensure good standards of cleanliness and hygiene are maintained. The kitchen facilities have been awarded a rating of five by the Food Standards Agency, this suggesting hygiene standards are 'very good'. Menus detail a good choice of nutritious foods and people with special dietary requirements are catered for. One person said: *"It's very good food"* and a relative said: *"The menu seems excellent and varied and specific diets and eating abilities are well catered for"*.

There is an ongoing programme of maintenance, repair and checks in place to ensure the environment is safe. Was saw up to date safety certification for fire safety features and utilities such as gas and electricity. There is an up-to-date fire risk assessment and people have personal emergency evacuation plans in place. Substances hazardous to health are securely stored in line with relevant statutory guidance. Regular health and safety audits are conducted to identify and action areas of concern.

People are cared for in safe and secure surroundings. We saw the laundry facilities, which are suitable to meet the needs of people living in the home. We also saw window restrictors in place. Employee personnel records and care records are stored securely in the manager or deputy manager's office. Entry to the home is secure, with visitors having to sign in before entry and sign out on departure.

Leadership and Management

The service has a strong vision and ethos. Its aims, values, and delivery of support are set out in the Statement of Purpose in a transparent way. A written guide is available for people in the service, containing practical information about the home, and the support provided. The service also offers a good variety of formal and informal opportunities for people and their representatives, to ask questions and give feedback.

Care workers receive appropriate training and support to meet people's needs. The service is compliant with its training requirements. New care workers receive an induction in line with Social Care Wales' requirements. Care Workers say they are happy with the training available. One told us: *"It is a great home with good opportunities to progress and do further training"*. Care workers speak positively about the regular formal and informal supervision support they receive from the management team. There are robust up to date company policies and procedures in safeguarding, whistleblowing, infection control and medication. Overall, staff say they feel valued and supported and find the management approachable. Regular staff meetings take place, which supports good communication. Care workers feel valued in their roles and are complimentary of the manager. They told us: *"Management are very supportive"*, *"Monkstone is a great home everyone here feels like my extended family"* and *"I feel that everyone at Monkstone work well as a team"*. Turnover of care workers is low, with some having worked for the service for many years, helping facilitate continuity of care.

We note there have been no complaints since the last inspection. The manager appropriately notifies relevant regulatory bodies and statutory agencies, when there are concerns and significant events, which might affect the well-being of individual's receiving care. We found the communication is effective, open and transparent.

The service is well-run and managed. Robust governance, auditing and quality assurance arrangements are in place to support the efficient running of the service. These valuable systems help the service self-evaluate and identify where improvements are required. We saw evidence of the service taking robust action to address any issues. We saw evidence of the RI undertaking the legally required three-monthly service visits and six-monthly quality of care reviews.

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
------------	---------	--------

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

Was this report helpful?

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- [Inspection report survey](#)

If you wish to provide general feedback about a service, please visit our [Feedback surveys page](#).

Date Published 01/05/2024