



# **Inspection Report on**

**Mond Court Apartments**

**Swansea**

## **Date Inspection Completed**

29/01/2024

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## About Mond Court Apartments

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Accomplish group Ltd
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	21 June 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 well supported and cared for by dedicated, committed and well trained care workers. All feedback gathered as part of the inspection was positive about the culture in the service and people informed us they are happy and feel safe. There are good processes in place to help maximise people's engagement in support planning. We saw people have made clear progress in relation to outcomes detailed in support planning documentation.

There is a dedicated manager and deputy in post and an actively involved Responsible Individual (RI) who visits regularly. There are robust governance and quality assurance measures in place. All care workers told us they receive regular formal and informal support. Staffing levels are appropriate and align with people's needs and outcomes. Support planning information is well documented and regularly reviewed. People live in an environment that meets their needs and is homely, clean, safe, well maintained and focused on promoting independent living.

### Well-being

People are treated with dignity and respect. We saw positive, relaxed and warm interactions between care workers and people throughout the inspection. People informed us they feel safe living in the home and are consulted and involved in their support. People are supported to maintain and develop skills, this is clearly documented in personal plan reviews. People told us they complete a wide range of independent living skills such as cooking, cleaning, gardening and laundry with support as needed. People access their local community with or without support, in line with risk and personal plans. We spoke to care workers and all confirmed there are appropriate staffing levels currently ensuring people's needs are fully met. The manager told us the service is settled currently with a full staff team in place.

The environment is well maintained, safe and provided in accordance with the objectives defined in the Statement of Purpose (SoP). People benefit from a service that promotes and supports independent living. People are safe and routines such as fire checks, gas and electric safety certificates were viewed on inspection. Administration and storage procedures for medication are safe, appropriate and in line with national guidance. People are protected from neglect and abuse as care workers know what to look out for and how to raise concerns. Care workers are trained in safeguarding and there are clear and regularly reviewed procedures and risk plans to guide them. Care is provided in accordance with protocols covering capacity and restriction of freedom.

There is good oversight of the quality of care provision from the manager and the RI. The RI completes regular visits to the service and all recommendations from the last inspection have been achieved. Personal plans are clear, informative and detailed, they are outcome focused and relate well to care staff recordings. Risk plans are sufficiently detailed and have been regularly reviewed. The service uses specific assessment tools to measure progress in relation to mental health and recovery. We saw people are making good progress and are benefitting from living in the service. Care workers and managers receive a wide range of appropriate training to ensure they are fully able to meet people's needs and outcomes. Care workers also receive regular planned supervisions and appraisals. Care workers gave very positive feedback about their experience of working in the service.

## Care and Support

People receive a good standard of care and support at Mond Court. The provider has current and up to date personal plans for how care is provided in order to meet support needs. Personal plans demonstrate what matters to the person and how best to support them to achieve their identified goals. The service also uses specialist support planning documentation in relation to mental health and goal planning/monitoring. People's ability to be involved in care planning is considered and the appropriate legal measures taken as necessary. Recording of support given is detailed and evidences that identified supports needs are monitored and regularly reviewed. Records also link to specific outcomes documented in personal plans. People have a nominated care worker who is responsible for updating support information and ensuring the individual is involved and consulted in relation to their care and support planning.

There are detailed health records and associated actions in place where appropriate. We saw external community services have been consulted and involved when necessary. We also saw regular planned reviews which include feedback from people on progress being made. We saw strong evidence of people's progress and achievements during the inspection. These include improved physical, mental health and community access. People told us they are fully involved in household tasks such as shopping, cooking and cleaning. We saw activity plans and people accessing the local community with support as appropriate. We spoke to people living in the service who told us; *"I like it here... staff are good"* and *"I am supported to be active and go for regular walks."*

People live in a home that provides appropriate numbers of knowledgeable, competent and skilled care workers. Care workers confirmed they feel the staffing levels are appropriate and targeted to the needs of individuals living in the service and this was consistent with inspection findings. Many of the existing care staff team have worked in the service for many years. This means people benefit from care staff that know them well and can respond quickly to any changes.

There are safe systems in place for the management of medication and people's health is promoted by good practice. We saw medication is stored securely in a locked room. Records of daily temperature checks were seen to ensure safe storage of medication. Medication Administration Records (MAR) are completed appropriately with signatures of care workers present. There are good processes in place for the ordering and auditing of medication in the service which minimises the risk of error. Staff assisting people with medication are trained and deemed competent to do so.

## Environment

The provider ensures people's care and support is provided in a location and environment with facilities that promote people's well-being and safety. Mond Court is a large, detached building set in its own grounds with six self-contained flats and spacious communal areas. This makes it particularly well structured for promoting independent living and move on opportunities for people. We saw the communal areas are nicely decorated, clean and uncluttered. We saw people relaxing in the large living/dining area. There is an additional lounge which we were told people can access as a quiet area. There is a locked office where files are stored securely. We saw three of the self-contained flats which were well maintained and homely. Each was individually decorated according to personal preferences. Laundry facilities are kept in a separate locked room. Externally, there are large well-maintained grounds and a designated smoking area. We saw people involved in the upkeep of these grounds. We were told there are plans for future work to be done to some external areas.

There are robust and consistent health and safety checks taking place in the service. We looked at health and safety maintenance files. We saw daily, weekly and monthly checks in place to ensure the service remains safe for people. We saw mandatory fire safety checks take place routinely and up to date certificates for fire detectors and fire extinguishers are in place. There was a recent fire drill recorded. A recent fire risk assessment has been completed by an external provider and priority actions from this have been met. On entry, we were asked to sign a visitors book in line with fire regulations. Personal Emergency Evacuation plans (PEEPS) are in place for people. Certificates were seen for utility servicing such as gas and electricity and all of these are in date. We were told the service is not eligible for routine inspection from the Food Standards Agency due to the self-contained flats. However, we saw appropriate daily and weekly checks related to food safety. The communal kitchen is well-maintained and clean with adequate facilities. There are good infection control measures in place such as colour coded chopping boards and mops. We saw appropriate secure storage for control of substances hazardous to health (COSHH) products. There is a maintenance log where issues related to health and safety are reported and actions logged.

## Leadership and Management

People are supported by a dedicated team who have been recruited safely and are well supported in their roles. The manager told us the service is settled at the current time with a full staff team in place. We looked at two staff personnel files and saw appropriate pre-employment and recruitment checks are in place. References and up to date Disclosure and Barring Service (DBS) checks are on file. The training matrix was seen and we found all mandatory training requirements of the provider are up to date. This includes infection control, safeguarding, health and safety, fire awareness. Also, specialist training including; mental health, personality disorder and positive behavioural support. Care workers spoken with confirm they attend safeguarding training and understand their responsibility in relation to this. There are detailed and thorough safeguarding policies and procedures in place to guide care workers. We saw staff receive routine formal supervision and an annual appraisal. Care workers spoken with are complimentary of the training and support they receive. A care worker told us; *“any concerns management are approachable and easy to talk to.”* Another care worker stated; *“we have In depth training when needed...managers are very approachable”*.

The provider has arrangements in place for the effective governance and oversight of the service through ongoing quality assurance processes. We saw the recent bi-annual quality of care report. The report includes feedback from people and staff in the service. The report indicates what the service is doing well and includes further improvements for the future. We saw the RI is in regular contact with the service. We saw policies and procedures have been reviewed and where necessary updated. The service's SoP has been reviewed and accurately reflects the service. There is a detailed and clear guide to the service for people and relatives. All policies and procedures are available in the Welsh language as requested. There are no Welsh language speakers currently residing in the service. The appropriate agencies including Care Inspectorate Wales (CIW) are notified where necessary of any significant issues affecting people or the service. The manager told us there are no current concerns or complaints.

Summary of Non-Compliance	
Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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
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