



# **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**

**03/12/2024**

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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	15 May 2024
Does this service promote Welsh language and culture?	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 excellent care and support they receive. They are supported by a highly skilled team of care workers, with whom they have developed positive relationships. The manager has created an enabling culture, that focusses on people being as independent as possible. A person who lives at the service told us, *"This place is great and they've helped me so much"*.

The provider was issued a Priority Action Notice (PAN) in January 2022 because of the environment, this remains open. The provider is working towards their plan of completing the necessary work in 2025 and is trying to minimise the impact this has on people who live at the service.

The provider has good oversight of the service. The RI visits the home regularly to complete their quarterly reports. This information along with internal audits is used to improve the quality of the service for people.

## Well-being

People are very positive about the excellent care and support they receive. People are supported by a team of highly skilled staff; we saw many encouraging and understanding interactions throughout the inspection. A representative of a person who lives at the home told us, *“The carers are so efficient, very caring and always smiling”*. People spend time together taking part in a wide variety of stimulating activities or relaxing pastimes. Care workers encourage people to be as independent as possible while respecting their choices.

The provider respects people's cultural preferences and provides an 'Active Offer' of the Welsh language. This means it anticipates, identifies and meets the Welsh language and cultural needs of people who live at the service. Many of the staff speak Welsh and every effort is made to ensure people can receive support in their chosen language.

People are protected because recruitment processes and training ensure they get the right care and support. New staff receive a thorough induction and get to know people while shadowing an experienced colleague. Ongoing development ensures care workers have the skills needed to successfully support people. People and their representatives know how to raise any concerns and have confidence in the manager.

The provider is in the process of completing the required improvements to the environment by fully refurbishing the décor. The provider has implemented systems to minimise the disruption the work has on people. This was previously a Priority Action Notice and will remain open.

People have a voice and input into the running of the service because the RI involves them in quality assurance. Governance processes are comprehensive and focus on developing the service by using information from surveys and audits. The Quality of Care Review identifies areas to improve following consultation with people who live at the service.

## Care and Support

People receive an excellent standard of care that enables them to achieve their health and well-being outcomes. People are supported by a highly skilled staff team, who focus on people's strengths to maximise their independence. An individual who lives at the service told us about the support they have received to exceed their well-being goals. The team of experienced care workers have developed strong and effective relationships with people. People's representatives told us about the positive outcomes the care and support have on peoples' well-being. A family member told us, *"Staff are wonderful, very accommodating and I couldn't wish for a nicer group of people to look after her"*.

People, their representatives, care workers and professionals are involved in developing highly detailed person-centred plans. Personal plans effectively guide care workers on how to meet people's needs, inline with their preferences. Senior Care workers thoroughly review plans every month and have introduced a new system to improve the way they record how people are involved and what they have achieved. Health and social care professionals are involved in people's care and this guidance is clearly recorded in their personal plans.

People enjoy a wide variety of excellent activities. The creative activities coordinator supports people to take the lead by arranging their own programme of events. People value the regular events that focus on the Welsh language, culture and religion, an individual told us, *"It's really important to me"*. There is a community feel at the service and people invite their friends and family to join in activities, games and quizzes. People are supported to attend a variety of health and social appointments that maintain their connections with their community.

There are sufficient staffing levels in place to meet people's needs and preferences. We observed many understanding and caring interactions throughout the inspection. A care worker told us, *"I enjoy making a difference to the individuals, being able to take time to talk to individuals and just being a part of their day. I enjoy seeing individuals smiling and having fun during activities or when they have visits from family and friends"*.

## Environment

The provider was issued a Priority Action Notice in January 2022. Progress with the completion of this work has been delayed because of the availability of materials, contractors and remedial works identified by the fire officer. Since the previous inspection they have replaced the fire doors and were in the process of refurbishing many of the bedrooms during this inspection. There is a plan in place to complete the remaining work in 2025. The provider has introduced systems to try and minimise the impact the work has on people and the staff team are working diligently to reduce any disruptions. This Priority Action Notice (PAN) will remain open.

People use the main communal areas to socialise and interact with each other and the staff team. The smaller lounges are well used by people to spend time with their visitors. People personalise their rooms as they choose with photographs, ornaments, decorations and furniture.

Equipment to support people's safety or independence is available. Regular health and safety audits of the property are completed by the manager. Testing of fire safety equipment is up to date and the building is compliant with the fire regulations. Personal Emergency Evacuation Plans are individualised and available in emergencies.

The kitchen has a food hygiene rating of five. Meals are freshly prepared every day by the catering team. Most of the people we spoke with were positive about the food provided.

## Leadership and Management

The provider has good arrangements in place for monitoring, reviewing and improving the quality of the service. The Responsible Individual (RI) visits the service regularly and completes visit reports every quarter, they sample documentation, involve people and/or their representatives and staff. The six-monthly Quality of Care Review is comprehensive, uses the results from internal quality auditing systems and feedback from people, staff and professionals. This information is used to highlight positive aspects of the service and areas of quality they wish to improve.

Care workers receive regular, supervision and an annual appraisal. The manager is accessible and supportive. The manager has created a 'can do' culture that enables people to maintain their independence and to achieve their well-being goals. A care worker told us, *"[Manager] is approachable and very supportive, gives us ample opportunities to exceed ourselves in our role"*. Care workers have an adequate understanding around safeguarding and the provider is introducing new training to help staff to appropriately report concerns.

The necessary pre-employment checks take place before new staff start work. Care workers receive a highly effective induction and shadow experienced members of staff, that prepares them for their new role. There are effective systems in place to support staff to attend a variety of online and face to face learning, that enables staff to meet people's individual needs. Care workers register with the workforce regulator Social Care Wales and gain further skills through professional qualifications.

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
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.

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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