

Quality Monitoring Report

Care Home providers

Name of establishment:	Cartref Bryn Yr Eglwys
Date and time of monitoring visit :	23 rd January 2025 @ 11am 22 nd August 2025 at 11 am – 12:10 pm
	Nursing care for adults

The purpose of quality monitoring

Our quality monitoring will provide a structured evaluation of service delivery and ensure that a service is meeting the outcomes of individuals.

We will work in partnership with care providers and support them to be compliant with current regulations.

We will work in partnership with other commissioners to share information to minimise duplication and disruption as much as possible.

We will recognise good quality of service and will work with care providers to develop clear action plans to address any areas of improvement.

Service outcome evaluation summary

Outcome 1 - Individuals are supported by a qualified, competent and supervised staff team to enable a high standard of care?

Outcome 2 - Individuals voice, choice and control are promoted through a care journey that also recognises their independence and personal relationships.

Outcome 3 - Individuals are supported to communicate and maintain or improve their health needs.

Outcome 4 - Individual's safety and wellbeing are promoted by effective oversight, communication and support procedures.

Outcome 5 - Individuals are encouraged to maintain or develop their social wellbeing in their home / community.

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Basic information	
Address:	Pentrefoelas LL24 0HY
Registered Owner:	Nant Y Foel Cyfyngedig
Registered Manager:	Meryl Welsby
Responsible Individual:	Meryl Welsby
Name of most senior staff present:	Meryl Welsby, Registered Manager (RM) Gabi Sabadus – Deputy Manager/Clinical Lead (CL)
Name of Monitoring Officer (MO) :	Nia Cunnah-Hall (MO) Rachel Goodall (MO) Nicola Eccles Team Manager
Commissioning Authorities: (please state all)	Denbighshire County Council 1 Gwynedd County Council 8 Conwy County Borough Council 6
Summary of placements: (please state how many of each)	CHC funded 10 FNC funded Privately funded 2 Local Authority funded
Are there 1:2:1 placements?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Are top-up fees charged?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> The RM advised that they were happy with the fees being paid from Conwy County Borough Council.
Number of registered beds:	30
Number of voids currently:	3

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Welsh Language	
How is Welsh language and culture promoted within the service?	The service utilise “say something in Welsh” which is a 25 week course for staff to attend. The RM advised that the service employ 6 overseas workers whom are encouraged to learn Welsh and use Welsh phrases whilst in work. Several staff members speak fluent Welsh and one staff member won an award, presented by Social Care Wales “Caring in Welsh.” Activities in Welsh or representing the Welsh culture is also provided at the service.

Recommendations / Actions outstanding from previous monitoring visit		
Outcome area	Recommendation / required action to be achieved by whom	Action to be achieved by when (date)
Outcome 1	No outstanding recommendations from previous monitoring visit.	
Outcome 2	No outstanding recommendations from previous monitoring visit.	
Outcome 3	No outstanding recommendations from previous monitoring visit.	
Outcome 4	No outstanding recommendations from previous monitoring visit.	
Outcome 5	No outstanding recommendations from previous monitoring visit.	
Environment	No outstanding recommendations from previous monitoring visit.	
Further observations	No outstanding recommendations from previous monitoring visit.	

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OUTCOME 1

Individuals are supported by a qualified, competent & supervised staff team to enable a high standard of care

Please tick areas viewed/ discussed on the visit

<p>What is the process for recruitment within the service?</p>	<p>The RM advised that they are struggling to recruit care staff locally but do recruit from overseas. The RM went on to advise that they have support from a Solicitor with overseas recruitment and currently employ 6 care staff.</p> <p>The RM will complete a zoom call with potential new staff and then will meet in person, references, DBS and so forth will then be requested.</p>	
<p>Has the staffing structure been provided to the MO?</p>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	<p>RM, CL, 2 senior care staff, care staff, cook 2, 2 kitchen porters, 1 laundry assistant and 2 housekeeping staff.</p>
<p>Are all staff registered with Social Care Wales?</p>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	<p>Two new staff are in the process of registration with Social Care Wales.</p> <p>All existing staff are required to renew their registration for update, and all new employees complete their registration to ensure full compliance with the organisational policy.</p>
<p>If no - how many unregistered & reasoning why:</p>	<p>N/A</p>	
<p>How does the service ensure sufficient staffing levels are maintained to meet individual's needs?</p>	<p>The service will look at the dependency of the individuals and are currently operating with 5 care staff, 2/3 nurses, housekeeper, cook and kitchen ported during the day with staff arriving at 7am which enables an overlap of care staff to support with the morning routines. During the night there are 2 care staff and 1 nurse on duty.</p> <p>The RM advised staffing levels remain consistent, ensuring continued compliance and the effective delivery of services</p>	
<p>Is there an induction period within the service?</p>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	<p>New staff complete the induction sheet which is utilised to monitor the progress of the new staff member, completion of</p>

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		training and shadow shifts also form part of the induction at the service. Questionnaire will also be completed by the new staff member.
What is the homes induction process for new agency staff	When required the service will utilise support from New Cross for care staff or nurses.	
Does the service have opportunity for individuals to be included in the recruitment process?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	The RM advised that any new staff will be taken around the home which enables the RM to see interaction with individuals.
Did the MO view the staffing rota for the service?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	The RM stated that staff are provided with their rota and have 48 hours to advise if they are available to work all the shifts.
Present staffing vacancies - please state:	Currently the service is fully staffed for care staff and nurses.	
Please state agencies used & their usage:	As and when required.	
How often does the service undertake :	<p>Supervisions: take place every 2 months.</p> <p>Competency assessments: are completed for manual handling.</p> <p>Appraisals: are completed annually.</p> <p>Staff Meetings: 5/6 meetings take place in a 12 month period.</p>	
Training matrix provided:	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	A training matrix was sent to the MO and was reviewed to be highly compliant. The RM advised that ongoing audits help maintain a high level of compliance, support staff competency, and contribute to improved service quality, risk management, and organisational assurance, which is integral and supports staff retention.
Training provider used:	E-learning, Betsi Cadwaladr University Health Board (BCUHB) online training, palliative care, End Of Life (EOL), catheter care, syringe driver, pressure area care and all completed with external providers. The RM	

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	advised that BVS training did not work well for the service, other e-learning has been sourced.
What are the arrangements for Out of Hours :	The RM, CL and Seniors will complete out of hours support for the staff team.

Discussions & observations made

The training matrix details that staff have access to mandatory/compulsory training as well as specialist training. Mandatory training consists of fire safety, manual handling, infection control, safeguarding, food hygiene and mental capacity. Staff were up to date with this training. Other training available include oral health care, skin integrity, hand hygiene, pressure care, falls prevention and so on. The RM also supports staff with training in supporting individuals with dry or wet shave to ensure that individuals maintain their dignity.

The MO discussed training support for the Nursing team from BCUHB, the CL advised that they have tried to book courses or the Practice Development Nurse to deliver the training at the service but unfortunately this has not happened, the CL was aware that the service was short staffed currently.

The RM advised that they have completed a 4 hour workshop with regards to End Of Life (EOL,) which has been beneficial. The service have a register of any individual at EOL stage, any changes in needs are detailed within the documentation, these documents were viewed by the MO during the monitoring visit.

The DM completes the supervision with the Nursing staff and the senior staff will complete supervisions with the care staff. Supervisions will focus on different subjects each sessions. The MO was provided with a supervision matrix which details that staff generally have their supervision every 2 months. All staff received supervision in December 2024.

The service keep good records for overseas staff including copies of their passports, right to work, what holidays, sickness the staff member has taken and so on. The CL advised that all the information is provided to the home office.

The MO observed that some staff were present on the training matrix and not on the supervision matrix and vice versa. 06.02.25 this was discussed with the CL who advised that some staff had left and some were new to the services, all records were up to date.

The staff team meeting minutes were provided to the MO following the visit. The minutes document the topics discussed with the staff team including staffing, festive season and feedback from families/professionals. The RM also thanked staff for their dedication to the care of the individuals residing at the service. The kitchen staff team meeting minute's documented new equipment in the kitchen, Christmas menu, individual's birthdays, family Christmas concert and the process for any staff grievances.

Outcome 2

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Individuals' voice, choice & control are promoted through care journey that recognises their independence & personal relationships.

Please tick areas viewed / discussed on the visit

<p>What information does the service require prior to accepting a placement?</p>	<p>The service would require the most up to date nursing assessment, if the service feel that the information is lacking they will email or make contact with the referrer to gain further, relevant information. Any behavioural issues will also need to be identified to ensure that the service can meet the needs of the individual. The RM will also complete a face to face visit with the individual to gather further information.</p>	
<p>Does the service feel they receive appropriate pre placement information for individuals?</p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>The RM and CL stated that information from Ysbyty Gwynedd is generally good, however information from Ysbyty Glan Clwyd is not always good and requires a lot of chasing up for the information.</p>
<p>Does the service utilise "This is Me" or a similar document for individuals?</p>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	<p>The CL showed the MO the updated document with regards to the one page profile and includes more life history, likes, dislikes and so on. The MO also observed this documentation within the personal file viewed.</p>
<p>Has the service submitted any recent DoLS applications</p>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	<p>The RM stated that the newer applications are being authorised sooner than the older applications. The service are still waiting for a several applications to be authorised.</p>
<p>What supporting documents / information are offered to individuals before service commencement?</p>	<p>The service have the service provider documentation and a statement or purpose to provide for individuals and their families.</p> <p>Documentation relating to the services compliance was observed within a file, evidencing good practice through compliments and survey feedback. This ensures service quality, accountability, and continuous improvement.</p>	
<p>Does the service offer pre placement visits?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>	<p>This was not discussed during this monitoring visit.</p>
<p>Has the MO viewed personal plans during this monitoring visit:</p>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	<p>One personal file was viewed during this monitoring visit.</p> <p>Two care plans were reviewed and were found to be of a high standard and regularly updated in line with statutory guidance, with thorough and informative assessments.</p>

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How often are reviews undertaken within these plans?	Reviews are completed monthly. The RM advised that reviews are conducted sooner than one month when required, ensuring timely updates and continued compliance	
Are the individuals involved in the review process?	Yes <input type="checkbox"/> No <input type="checkbox"/>	This was not discussed during this monitoring visit.
Are individuals able to access advocacy services?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Does the service hold individual's meetings?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Discussion regarding meals, activities etc. take place on a regular basis with the staff team and individuals.
Did the MO engage with residents/families during monitoring visit?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Several individuals were observed throughout the visit and appeared well-kempt, relaxed, and comfortable in their surroundings. They shared positive experiences, which reflected a high standard of care and strong person-centred practice. Additionally, one family member expressed great satisfaction with the care provided to their mother, particularly praising the attention to detail and the respectful use of the Welsh language. This feedback highlights the service's commitment to cultural sensitivity.

Discussions & observations made

The MO viewed one personal plan during this monitoring visit. Care plans and risk assessments in place detailed support with eating/drinking, continence, safe environment, moving, personal care, mobility, sleep and so on. Each plans was reviewed on a monthly basis and any changes in care and support needs noted.

A list of personal effects on arrival at the service, nursing assessment and consent were all completed within the file. The dependency tool was also completed as well as the falls risk assessment and the bed rail risk assessment was also signed and dated. The manual handling risk assessment was also updated on a regular basis with any changes in needs for the individual. Daily notes were completed and provided a clear picture of the care and support needs provided by staff.

The MO spoke with several individuals during the monitoring visit. Several families/friends were also

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visiting, the RM had explained that one family member plays the organ on a regular basis at the service. One individual had stated to the MO that staff go “above and beyond” and had no complaints about the care that they receive. The individual went on to say that they enjoyed their time at the service and that the food was always good and plentiful.

One individual enjoys their routines and will do jigsaw puzzles in the morning and after lunch enjoys sitting in the quite lounge to watch television. The individual stated that they were not coping at home but moving to Cartref Bryn Yr Eglwys was difficult at first but they felt that it was the right move for them – the individual stated that staff are great, friendly and can’t do enough for you. The individual also stated that the food was always good – before moving to the home they had never tried rice before but they enjoy it and had some for lunch with sweet and sour chicken. The individual appeared to have a good relationship with the RM, CL and other staff members.

Outcome 3

Individuals are supported to maintain or improve their health needs.

Please tick areas viewed / discussed on the visit

<p>Is medication stored securely in the service?</p>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	<p>Trolleys are stored secured to a wall.</p>
<p>Do any individuals currently receive:</p>	<p>Self-medication – this was not discussed during this monitoring visit. Covert medication – this was not discussed during this monitoring visit. Controlled medication – this was not discussed during this monitoring visit.</p>	
<p>Has the service had a recent medication management visit?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>	<p>The home complete regular audits of the medication, these were not viewed during this monitoring visit.</p>
<p>Have the Medication Administration Records (MAR) charts been viewed by the MO?</p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>Medication compliance was not observed during the visit; however, medication trolleys were visible throughout the building, and audit processes were in place to monitor adherence.</p> <p>The service maintains ongoing contact with the medication management team from BCUHB and receives support from their local pharmacy. These measures contribute to the safe handling of medication.</p>

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Does the service make use of body mapping?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Does the service have a transfer of care process? e.g. hospital passport	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Does the service utilise additional health monitoring documentation i.e. rounding charts, oral health care, dietary intake, skin integrity etc.	The service utilise several documentation to monitor the health of individuals including MUST, weights, pressure area care, continence, behavioural charts and so on. Each individual has the documentation required to support them with their health and wellbeing.	
What measures are in place to support individuals to attend health appointments?	This was not discussed during this monitoring visit.	
Is there a quick reference for staff in relation to DNACPR for individuals?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
What support does the service currently receive from health professionals?	The service have a weekly discussion with the GP regarding any individuals that there are concerns about – the RM and CL advised that this is working well and the service have a good relationship with the GP surgery. The service will refer to dieticians, SALT, Tissue Viability Nurse's etc. as and when required.	

Discussions & observations made

The MO viewed within the personal file for one individual that contact with the GP is documented as well as any medical investigations. Monthly observations are also documented. Individuals are weighed on a monthly basis or more often as required. The MO viewed within the personal file that the individual had 10% weight loss and a referral was made to the dieticians. All documentation viewed were signed and dated appropriately. A DNR was seen within the file which was dated and signed.

One international rounding chart was reviewed during the visit, and it was noted that the recorded times were not specific. It is recommended that the RM ensures staff accurately document the exact times individuals are seen and supported, to promote precision, accountability, and compliance with best practice standards. Progress in this area will be reviewed at the next visit.

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OUTCOME 4

Individuals' safety & wellbeing are promoted by effective oversight, communication & support procedures.

Please tick areas viewed / discussed on the visit

Has there been any changes in management structure / registration or ownership in the last 12 months?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
When was the last Care Inspectorate Wales (CIW) inspection?	Date: 26/09/23	Report issued: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Has the service been subject to the Escalating Concerns process in the last 6 months?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
Are incident / accident forms audited in the service?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	The service utilise an accident book to record all accidents and incidents at the service.
Does the service currently use any forms of assistive technology?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	The service utilise sensor mats for individuals, there door sensors in place but these are currently not being used at the service. Call bells were observed to be in situ during the visit. For individuals who are unable to use the call bell independently, regular checks are carried out, and assessments are in place to document and respond to their specific needs.
Does the service use the multifactorial risk assessment tool and falls calendar?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	The service audit falls and also complete the falls cross. The RM and CL advised that the service does not have many falls but will action anything for individuals following a fall. One individual was having several falls, through the documentation the service managed the falls. The MO did not view this documentation during this monitoring visit.
Does the service review and / or audit falls?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	

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How does the service assess the use of equipment for individuals i.e. bed rails, hoists etc.	Bed rails, hoists, bath hoists, reclining chairs and so on are utilised at the service.	
Does the service have behaviour support plans for individuals?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	These documents are utilised as and when required.
Have there been any formal complaints since the previous monitoring visit?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
Are the staff aware how to whistle blow?	Yes <input type="checkbox"/> No <input type="checkbox"/>	This was not discussed with staff during this monitoring visit, however staff have access to policies.
Are the staff aware of The Wales Safeguarding Procedure?	Yes <input type="checkbox"/> No <input type="checkbox"/>	This was not discussed with staff during this monitoring visit, however staff complete training with regards to safeguarding.
Statement Of Purpose	A copy was provided to the MO following the monitoring visit.	
Service User Guide	A copy was provided to the MO following the monitoring visit.	
Are the Regulation 73 reports completed as required?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Does the service complete a quality of care report?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Does the service undertake audits of finances?	Yes <input type="checkbox"/> No <input type="checkbox"/>	This was not discussed during this monitoring visit.
How does the service obtain evidence of Lasting Power of Attorney (LPA) for individuals where appropriate?	This was not discussed during this monitoring visit. Proof of a Lasting Power of Attorney (LPA) was observed within one of the care plans reviewed during the visit, demonstrating appropriate documentation is in place for the individual.	
Does the service offer champions? - i.e. oral care, dementia care etc.?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Oral health care champions and the RM and CL are EOL champions (completing the 6 steps on an

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	annual basis.)
Does the service operate:	<p>Shift handover process: takes place at each shift change, the staff team will spend 10/15 minutes discussing each individual.</p> <p>Appointment book: yes</p> <p>Spot checks by management: the RM is present at the service and will complete any spot checks required.</p>
Discussions & observations made	
<p>The MO was provided with a copy of the services Statement of Purpose. The document contains information about what services and support that is provided, the admission process for the service, staffing arrangements for the service, staff recruit, training, supervision, facilities and equipment available at the service and the complaints policy. The document is regularly reviewed and updated.</p> <p>The service provider document contains information about the service, the owner/manager, aims and objectives of the service, the services and support provided, facilities, staffing structure within the service, how to make a complaint, terms and conditions of admission and so on. This document was regularly reviewed and updated.</p> <p>The MO was asked to provide contact details for the BCUHB Falls Prevention Team. Falls team general email for care providers to send referrals is – bcu.fallsreferralsconwy@wales.nhs.uk Contact number: - 03000850031 – choose option 5</p>	

OUTCOME 5		
Individuals are encouraged to maintain or develop their social wellbeing in their home / community. Please tick areas viewed / discussed on the visit		
Do individuals have the opportunity to learn new skills or develop existing ones?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Do individuals engage with any community groups?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Do any volunteers visit the service on a regular basis?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	One family member shared that they visit regularly, engaging individuals through music and activities where possible. In addition, the local school attends the service throughout the year to perform for individuals, contributing to a community connection.

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Do individuals engage with any education services?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
Does the service have dedicated staff for activities?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Does the service offer structured and unstructured activities?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Does the service record participation / non-participation in activities?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	

Discussions & observations made

The service also complete a bilingual newsletter each month which covers a warm welcome to new individuals at the service, any staff leaving, any birthday celebrations, staff holidays and any other news from the service.

The staff meeting minutes provided to the MO details the RM reminding staff to ensure that there are plenty of warm mince pies and plastic drinks cups in preparation for the Christmas concerts, reminding staff to ensure that there is a birthday cake for individual to have with their families when they visit and also that staff had made contact with families to advice of the family Christmas concert to ensure that all families are involved with the service. It appears that the service has made a huge effort to ensure that individuals spend time with their families over the festive period as well as enjoying some singing, raffle prizes, mulled wine and a buffet with homemade food made at the service.

Environment		
Please tick areas viewed / discussed on the visit		
Did the service appear to be clean and tidy on the day of the monitoring visit?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	No concerns were identified regarding the service environment during the visit. There were no health and safety issues observed, and the setting was found to be clean, well-maintained, and conducive to a comfortable and homely atmosphere. The environment supports individuals' wellbeing and contributes positively to their overall quality of life.
Did the MO feel that the atmosphere appeared welcoming?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Is there access to drinks & snacks for the individuals?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	

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Are individuals able to be involved in meal preparation and planning?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	The MO was provided with a meal audit which was completed at the service in June 2024. 10 individuals took part in the audit.
Does the service implement protected meal times?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Was the service free from trip hazards on the day of the monitoring visit?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Does the service provide a quiet area for individuals?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	The home has several quite areas for individuals to sit or speak with their relatives/friends.
Where seen by the MO did individuals have personal slings?	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Are all rooms en-suite?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
Is there a call bell monitoring system?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Were the call bells to hand for individuals?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Is there adequate space available for staff to take breaks & store personal belongings?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	The home have a staff room at the ground floor for staff to take their breaks.
Are outside areas accessible & maintained?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	

Discussions & observations made

On arrival at the service there was a warm homely feel to the service. Individuals were observed utilising the various communal areas, engaging with staff and some individuals watching television. The service has, for the last few years extended to 30 bedrooms, the MO viewed the new bedrooms which were light and airy. Bedrooms viewed were all personalised and individuals in bed appeared to be comfortable.

The service have several communal areas and quite areas which individuals can utilise. During the monitoring visit several families were also observed to be visiting – staff welcomed visitors with dignity and respect.

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Further Observations

Discussions & observations made

The MO would like to thank the RM, CL, staff team and individuals for their time during the monitoring visit. The service was warm and welcoming, all staff spoken with were kind and dignified in their manner.

The Monitoring Officer would like to thank the Registered Manager and the individuals at the service for their time and cooperation during the monitoring visit

Recommendations / actions

Outcome area	Recommendation / required action to be achieved & by whom	Action to be achieved by when
Outcome 1	No recommendations.	
Outcome 2	No recommendations.	
Outcome 3	<p>No recommendations.</p> <p>It is recommended that the Registered Manager ensures staff accurately document the exact times individuals are seen and supported, to promote precision, accountability, and compliance in relation to intentional rounding records. Progress in this area will be reviewed at the next visit.</p>	
Outcome 4	No recommendations.	

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Outcome 5	No recommendations.	
Environment	No recommendations.	
Further observations	No recommendations.	

Report completed by:	Nia Cunnah-Hall Rachel Goodall
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