



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru  
Care and Social Services Inspectorate Wales

# Inspection Report on

**1 Mill House (Ucan Care)**

**Treharris**

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## **Description of the service**

1 Mill House is registered with the CSSIW (Care and Social Services Inspectorate Wales) to provide accommodation and care for up to three younger adults with functional mental health support needs. The registered manager is Wayne Bickford; the registered provider is Ucan Care Ltd and a responsible individual has been nominated. The home is in a semi rural location alongside the River Taff between Abercynon and Treharris.

## **Summary of our findings**

### **1. Overall assessment**

The three residents were very settled at the home; satisfied with their care and their day to day quality of life.

### **2. Improvements**

The manager said that the home had become increasingly focussed on meeting the needs and intended outcomes of residents since the last inspection.

### **3. Requirements and recommendations**

Better evidence is needed of the progress made by residents and of the effectiveness of the home in meeting the objectives of its statement of purpose.

# 1. Well-being

## Summary

Overall, we found that the residents were content and treated with respect; engaged in constructive relationships and lifestyles and felt confident and positively about themselves.

## Our findings

Residents felt a sense of belonging and were engaged in constructive relationships, activities and lifestyles. The two residents present during the inspection told us they enjoyed living at the home. One had lived there since 2010 and the other for about eighteen months. They had routines that kept them busy and said they had positive relationships with the staff and with each other. One had a range of guitars and said they wrote their own songs. They also had a star gazing telescope and said they enjoyed looking at craters on the moon. The other resident said they enjoyed being able to go fishing regularly; walking in the local countryside and making things. They had just bought a CB (citizen band) radio and were seen to be engrossed in setting this up, with assistance and encouragement from a staff member. They said they enjoyed watching salmon jumping in the nearby river and told us they were returning to where they were born to lay their eggs.

Residents enjoyed positive relationships. The two we spoke with said the three residents got along well together and that there was no bullying or difficult behaviour between them. We observed them chatting and preparing their evening meal; then sitting down together to watch television. One resident told us they had been assisting a family member to move home the day before our visit and that they were glad they had been able to help them. They said their family was made welcome when they came to visit them at the home and the other resident was seen chatting to their mum on the telephone. They both said that the best thing about the home was the staff. One told us about a staff member they enjoyed going fishing with and one spoke positively about making music with a particular staff member. They said they liked all of the staff.

Residents enjoy a varied range of social and leisure activities. They said they had enjoyed a couple of short breaks at a caravan in west Wales. They said it belonged to the owner of the home and that it was lovely; with flat screen televisions on the bedroom walls. They said they enjoyed getting away and seemed appreciative that the owner had let them stay at the caravan. The home's vehicle was a smart, well kept family car and reflected a positive commitment to the residents. They said they had recently been to play golf in Cardiff and that they visited the shops and ate out before returning home.

Residents are able to express their views and opinions and make choices. Two residents confirmed that staff listen to what they have to say; generally and if anything is troubling them. They said they have house meetings where staff and the manager ask for their views about the running of the home. They said that they choose the activities they take part in and whether to spend time alone or together. One resident told us they are encouraged to personalise their bedrooms and that they had had recently chosen to reorganise the furniture in their room.

Residents are encouraged to be independent. We saw one resident preparing their own evening meal and another told us they were taking increasing responsibility for themselves as they were going to live more independently in the near future. The manager said that they emphasise that residents are responsible for cleaning and keeping the house tidy but staff also help with this. They said that three residents had successfully moved from the home to 'supported accommodation' and that they saw this as a feature of its success.

## **2. Care and Support**

### **Summary**

Residents receive care from staff they are familiar with and that are responsive to their needs and their likes and dislikes.

### **Our findings**

Residents told us that the best thing about the home is the staff. They said that they take time to get to know them and what they like and what they don't like. They said the staff also have good relationships with their families and their social workers.

We saw residents' placement plans and these included individual goals and intended placement outcomes. We saw reports of their progress but these did not show evidence of correlation with the goals and outcomes of their placement plans. The manager acknowledged that this was necessary and said they planned to align the home's placement planning processes with the 'outcomes' of the Social Services and Well Being Act 2014. They said they had already arranged training to facilitate this.

The manager said that staff members are expected to establish effective relationships with the residents and to give them the confidence and motivation to make progress in all aspects of their development. They said that the staff team were dedicated to providing the best care they can and that the owner of the home expects this. The manager said that staff retention and staff motivation were very good and that they provided consistent care for residents. Very positive feedback about staff from residents supported that.

Our observations indicated that service users are at the heart of this service; that its ethos is to support them in a way that responds effectively to their needs and enables them to achieve positive placement outcomes.

### **3. Environment**

#### **Summary**

The house was seen to be homely, clean and tidy and to have any necessary facilities to support the independence and well being of residents.

#### **Our findings**

The location of the home was suitable. The three residents had previously lived locally and the location of the home enabled them to feel part of their local community and to maintain family relationships. Its location alongside the River Taff enabled residents to pursue various outdoor interests. This included fishing and walking in the surrounding countryside. The garden was spacious and included a barbeque and outdoor seating and we saw evidence of 'projects' one resident had created out of wood and other materials. One resident said there are no neighbours to complain if they play their guitar loudly.

All aspects of the house were seen to be well presented and the furnishings and fittings were seen to be in good order. There was a lounge; a separate dining room and a breakfast bar near the kitchen so residents can choose to eat together or separately. They said they preferred to eat in the lounge whilst watching television and the manager said they had access to terrestrial and 'Sky' channels.

The kitchen is suitably equipped and residents were seen to be confident making drinks and snacks and an evening meal. The separate utility room has domestic style laundry facilities to promote their independence.

The bathroom on the first floor has a bath and shower and there are two toilets on the ground floor. These were seen to be clean and in good order and one resident said they enjoyed a long soak in the bath on occasions.

## **4. Leadership and Management**

### **Summary**

The manager had been in charge since the home was first registered in 2010 and the day to day management of the home seemed to be consistent, efficient and effective.

Information about the operation and resourcing of the home and the systems to monitor, review and improve the quality of care provided at the home need improvement.

### **Our findings**

The home's statement of purpose and other documentation needed improvement. The manager provided us with information intended to make clear the operation and resourcing of the home. It generally reflected the service provided at the home but had not been cross referenced with and did not include all of the information required by regulations. It combined some of the information we would expect to find in a statement of purpose and some we would expect to find in a service user guide. It also included an annual report and a copy of the home's complaints policy. It did not include for instance; the arrangements for contact between service users and their friends and relatives or the arrangements for dealing with reviews of service users' plans. It did not include a copy of the most recent CSSIW inspection report or its address and telephone number or information about its role.

Quality assurance processes need improvement. Visits had been made on behalf of the registered provider but reports of the visits did not provide evidence that their intended purpose; to form and provide an opinion on the standard of care had been fulfilled. The report of the most recent visit lacked any clear focus on the standard of care provided at the home and did not include any opinion of the visitor about this.

An annual report dated June 2016; did not include any evidence of the findings of consultation with staff; service users or their families or representatives about the quality of care provided at the home. It made no reference to the degree to which the aims and objectives set out in the statement of purpose had been fulfilled or the intended outcomes of service users placement plans.



## **5. Improvements required and recommended following this inspection**

### **5.1 Areas of non compliance identified at previous inspection**

No areas of non compliance were identified.

### **5.2 Areas of non compliance identified at this inspection**

No areas of non compliance are identified.

### **5.3 Recommendations for improvement**

We recommend that;

- review reports of the progress of residents show evidence of correlation with the intended outcomes of their placement plans
- the statement of purpose contains all of the information referred to in Regulation 4 and Schedule 1
- the service user guide contains all of the information referred to in Regulation 5
- reports of the visits made on behalf of the registered provider focus clearly on the standard of care of residents and include the opinion of the visitor about the standard of care provided at the home
- reports of the system established to monitor, review and improve the quality of care provided at the home, show evidence of the findings of consultation with staff, residents and their families and representatives and evidence of the degree to which the aims and objectives of the statement of purpose and the outcomes of service users' placement plans are fulfilled

## **6. How we undertook this inspection**

This unannounced inspection took place on 17 November 2016 and included;

- discussion with two residents, the staff member on duty and the manager
- viewing residents' placement plans and reports of their progress
- viewing the premises
- viewing the statement of purpose, service user guide, report of the quality of care review and reports of the visits made on behalf of the registered provider

Further information about what we do can be found on our website [www.cssiw.org.uk](http://www.cssiw.org.uk)

## About the service

Type of care provided	Adult Care Home - Younger
Registered Person	UCAN Care Ltd
Registered Manager(s)	Wayne Bickford
Registered maximum number of places	3
Date of previous CSSIW inspection	28 September 2015
Dates of this Inspection visit(s)	17/11/2016
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	No
Additional Information:	