



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

# Inspection Report on

**13 Caerau Park Road**

**Cardiff**

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## **Description of the service**

This service is located on the outskirts of Cardiff. The registered provider and registered manager is Margaret Twine. The service provides support for a maximum of three people with mental health needs. Currently, there is one person living at the home. This is a service that does not provide an 'Active Offer' of the Welsh language.

## **Summary of our findings**

### **1. Overall assessment**

The person living at the home has a good relationship with the manager and their family and is treated with respect and kindness. The individual is independent, enjoys suitable activities and has developed friendships. The manager provides a healthy diet and maintains a homely, secure and clean house. The person's care plan is implemented and reviewed regularly. The manager is very experienced and knowledgeable about the individual and holds the appropriate qualification for her role.

### **2. Improvements**

- In the last year the person living at the home had become more independent.
- The person had also enhanced their health by significantly improving their personal care routine.
- Positive feedback regarding the individual's improved health and well-being had been received from professionals.

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

Section three of this report sets out our recommendations to improve the service and the areas where the care home is not meeting legal requirements. These include the following:

#### **Requirements:**

- The statement of purpose requires improvements.
- The service user guide requires improvements.
- The complaints procedure requires improvements.

#### **Recommendations:**

- The manager should re-organise her paperwork and also ensure that required documents are available for inspection at any time.
- The manager should consider keeping 'thank you' letters as evidence of positive feedback.

## 1. Well-being

### Summary

The person living at the home has a good relationship with the manager and her husband. They also get on well with family visitors and have friends. The manager encourages the individual to be independent and the person has made progress with this during the past year. Suitable activities are provided for the individual which they enjoy.

### Our findings

There is a good relationship between the manager and the person living at the home. We observed that they communicated well and the individual told us that they liked living at the home. We also found that this person got on well with all the members of the family and gave them cards and presents for seasonal events and birthdays. We read a comment from the person's social worker which said that the person was included in all family activities. It was clear that the house was very much a home to this person. The individual told us that they had friends who they saw regularly and that they also spent time with their work colleagues. The manager said that the person was in contact with their relatives and had family visitors occasionally. A member of the individual's family wrote to the manager regularly and expressed their thanks and appreciation to her; comments included, "*Thank you so much for looking after X and how they have come on.*" We recommended that the manager keep such letters to use as part of their quality assurance review. This shows that people feel they belong and have safe, positive relationships.

People are able to do things for themselves and maintain their independence. The person living at the home told us that they are responsible for up keeping their bedroom and the manager confirmed this. We found that they enjoyed going out for walks and working in the community, unaccompanied. They were also responsible for their own medication and finances. In the last year the person had progressed to attending certain appointments on their own, such as with the chiropodist and optician. We observed that this individual had freedom of movement and chose to go out for a walk during our inspection. This demonstrates that people's potential and independence is maximised.

People enjoy themselves taking part in a range of activities that engage them and provide stimulation. We found that the person living at the home had a regular weekly routine which included working on an allotment and having a meal with friends. They told us that they do a lot of walking, too. We were told that they also enjoyed creating art and playing bingo. The manager said that the individual liked to keep busy and be occupied. The evidence shows that people can do things that matter to them.

## 2. Care and Support

### Summary

The individual is provided with a healthy diet and is physically active. They have made improvements to their personal care routine. The person's care plan is reviewed regularly and their needs and preferences are supported. They make decisions about their lifestyle and the manager treats them with respect and dignity.

### Our findings

The manager is familiar with the food preferences and needs of the individual. She told us that she ensured the individual ate a healthy diet and provided nutritious food choices, with fruit every day and oily fish several times a week, to help protect their health. The manager added that the family eat a healthy diet and, "*X eats the same food as we do.*" The individual told us that the food at the home was good. They said that sometimes they brought home fruit and vegetables from the allotment and the manager cooked them. We also saw evidence that the person had enhanced their health by improving and maintaining their personal care routine. We were given examples of positive feedback about the person's health and well-being which had been made by their professional support team, including the comment that, "*X is much happier*". This demonstrates that people are supported to be as healthy as they can be.

People are involved in decisions and plans concerning them. We were told that the individual attends all reviews planned by their support team, such as with the GP and community mental health staff. We found that the manager worked closely in partnership with health and social care professionals to ensure the individual received the care and support they needed. We examined the person's care plan which was in line with our observations, discussions with the manager and feedback from the individual themselves about the service they received. The care plan stated that the manager was capable of dealing with the individual's changing needs. The person was clearly able to make decisions about their daily lifestyle. During the inspection we observed they had choice and that the manager had an excellent knowledge of their needs and preferences. This shows that people's individual needs and preferences are understood and anticipated.

People are supported and accepted as unique individuals. The care plan we examined stated that the individual had a strong relationship with both the manager and their spouse and that the person was, "*...perfectly situated in this placement.*" The manager talked very respectfully about the person and showed care and concern for them. Whilst being acutely aware of the person's vulnerability, she was aware of their right to take risks and make their own decisions. This demonstrates that people are treated with dignity and respect.

### 3. Environment

#### Summary

The home is well suited to the needs of the individual and provides a very pleasant and clean place to live in. The individual can choose to be private or socialise and has freedom of movement. Attention is paid to security and a fire system is installed. However, no evidence was available to show that fire equipment was maintained. Additionally, the manager could not find the accident and incident book.

#### Our findings

People are cared for in an environment that is comfortable, homely, and secure.

The house was well maintained and clean. It provided a most attractive place for people to live. It was well presented and decorated and we were told that the individual, 'loves' living there. They told us, *"It's nice. Good food, good sleeping accommodation and showers."*

The garden was also very pleasant and well maintained. There were two small dogs at the house and the individual clearly enjoyed having them around. The manager told us that this person, 'loves' the dogs. There were no malodours from the dogs and the manager maintained a hygienic, fresh and airy house.

People are free to spend their time in various rooms or can choose to spend their time privately in their bedroom following their own interests. The person living at the home has their own bedroom and we observed that they freely used the rest of the rooms in the house as well. During our conversation they looked comfortable and at home, sitting on the sofa in the living room. A social worker's comment we read stated that, *"X lives in a homely environment."*

People are kept safe and their rights are protected. Attention was paid to health and safety, such as fire precautions. There was a fire system including an alarm linked to the electricity, emergency lighting, a fire extinguisher and fire blanket in the kitchen. The manager confirmed that fire alarms were tested on a monthly basis. However, the manager was not able to provide us with written evidence that the fire equipment is maintained nor was she able to show us the accident and incident book. We have made a recommendation regarding this. There were security measures in place and the door was locked during the evenings. The manager had offered a front door key to the person living at the home but we were told that they preferred not to have one. External security lighting and a CCTV camera had also been installed to help protect the individual.

This shows that people benefit from living in accommodation which meets their needs and supports them to maximise their independence.

## **4. Leadership and Management**

### **Summary**

People receive guides to the service, though we found they require improvements. There is a complaints policy which also requires improvement and extending to include key information. There have been no complaints or accidents in the past year. The manager is very experienced and is qualified to carry out her role. She would benefit from re-organising her paperwork. We found that the manager did not hold a current Disclosure and Barring Service certificate. However, she has taken immediate action to address this matter.

### **Our findings**

People are provided with information about the home and the services available to them. The manager had developed written guides to the home - a statement of purpose and a service user guide. However, when we examined these documents we found they required improvements. We discussed these with the manager who understood what was needed and stated they would update the guides in line with the regulations. We have made a recommendation regarding this. Overall, people know and understand the care, support and opportunities which are available to them.

There is a complaints procedure for the home. However, when we examined the document we found it required updating and extending to include key information. We have made a recommendation regarding this. The manager stated that they would take action regarding the matter. She told us that she had not received any complaints since the previous inspection. We were told that if the individual felt that anything was, 'wrong' or they had any concerns, they went directly to the manager and told them straight away. This shows that people are able to express their concerns.

The manager is competent and qualified for her job. We found that she was very experienced in providing support for vulnerable people. Although the manager did not employ any staff, we found she had regular review meetings with the professional team who were involved with the person living at the home. This provided the manager with both technical and personal support. The manager held the appropriate qualification for her role and told us that she undertook regular on-line training to maintain her registration with Social Care Wales. However, we found that she had not applied for a Disclosure and Barring Service (DBS) certificate. (The DBS carries out mandatory criminal history checks for positions involving work with vulnerable people.) We discussed the importance of this and before our report was written we were provided with evidence that the manager had taken steps to apply for a DBS check. Overall, the evidence demonstrates that people benefit from a service which is well managed.

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

### **5.1 Areas of non compliance from previous inspections**

We had advised the provider at the last inspection that improvements were needed in relation to the statement of purpose (regulation 4) and the service user guide (regulation 5) in order to fully meet the legal requirements. These matters are still outstanding.

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

We have also advised the registered person that improvements are needed in relation to the statement of purpose (regulation 4), the service user guide (regulation 5) and the complaints procedure (regulation 23) in order to fully meet the legal requirements. A notice has not been issued on this occasion, as there was no immediate or significant impact for people using the service.

We expect the registered person to take action to rectify this and it will be followed up at the next inspection.

### **5.3 Recommendations for improvement**

The following are recommended areas of improvement to promote positive outcomes for people:

- The manager should re-organise policies, procedures and key documents to ensure that everything is readily available and easy to find. This includes the accident and incident book and fire equipment records. She should consider disposing of files and records that are obsolete, providing no less than three years have passed from the date of the last entry.
- The manager should consider keeping 'thank you' letters to use as part of their quality assurance review. This would help to demonstrate that the person's family are happy with the quality of the service their relative receives.

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

This was a full inspection undertaken as part of our inspection programme. We made an unannounced visit to the home on Friday June 2<sup>nd</sup> 2017 between 3:40 pm and 6:00 pm.

The following methods were used:

- We spoke with the person living at the home.
- We spoke with the registered manager.
- We looked at a range of records. We focused on the person's care plan, the statement of purpose, the service user guide and policies and procedures.
- We observed daily life and care practice at the home and how the manager spoke with and interacted with the person living at the home.
- Observation of the home environment

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(s)	Margaret Twine
Registered Manager(s)	Margaret Twine
Registered maximum number of places	3
Date of previous CSSIW inspection	16 March 2016
Dates of this Inspection visit(s)	02/06/2017
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	<p>This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people who use, or intend to use their service. We recommend that the service provider considers Welsh Government's '<i>More Than Just Words follow on strategic guidance for Welsh language in social care</i>'.</p> <p>However, there is currently only one person living at the home and evidence showed that they did not wish to receive a service via the medium of Welsh. Additionally, the manager does not intend to provide a service for any other people in the future.</p>
<p><b>Additional Information:</b></p> <p>The registered owner currently provides a service for one person and does not intend to offer a service to any other people. However, she has chosen to remain registered to provide care for a maximum of three people.</p>	