



Inspection Report on

Walker Road

Cardiff

Date Inspection Completed

07/06/2022

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About Walker Road

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Cerys Robins
Registered places	3
Language of the service	English
Previous Care Inspectorate Wales inspection	15 August 2018
Does this service provide the Welsh Language active offer?	No. 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 /children who use, or intend to use their service.

Summary

People live in a homely environment that is warm, clean and suitable to meet their needs. The building is safe, well maintained and people have their own space. Residents are happy with the support they receive and speak highly of the staff. Care staff understand the needs of people they care for and do so with kindness and compassion. Staffing levels are good and ensure that people do not wait for care. There are clear positive relationships between staff and residents as staffing at Walker Road is consistent. Residents have choice and control over their lives and are supported to be as independent as possible. People have their own personal routines and do the things that matter to them. Care documentation is thorough and robust and contains evidence that people get support from external professionals when required. Care plans clearly outline people's needs and how they should be met and are reviewed regularly. Care staff receive appropriate training and support but improvements need to be made to supervision arrangements. There are policies and procedures in place for the running of the service and quality assurance takes place regularly. Staff recruitment is safe but improvements are required to the information held on staff personnel files.

Well-being

People get the care they require without delay. Staffing levels at Walker Road are sufficient and ensure that people do not wait for care. Staff consistency at the service is excellent and has enabled people to build positive and trusting relationships with the staff. The consistency has also given staff opportunity to understand people's needs in depth. Staff receive appropriate training which is refreshed regularly. Staff like working at Walker Road and feel well equipped to undertake their roles. Care documentation contains accurate information that reflects the person being cared for. Personal plans are up to date and reviewed within required timescales. Referrals are made to external professionals when required, without delay. Medication processes within the service are safe. People have their own personal space and communal space within the home which provides people with opportunity and choice for privacy or the company of others.

People are treated with dignity and respect. Staff engage positively with people and provide care with kindness and compassion. People are encouraged to be as independent as possible and have individual routines which include spending time doing the things that matter to them. Personal plans of care are built around individuals and highlight people's personal preferences, likes and dislikes. People are included in the assessment of their needs and reviews of their personal plans of care. There are quality assurance processes in place that consider the views of people using the service, and the Responsible Individual (RI) engages with all residents as part of their monitoring of the service. Residents are provided with detailed information about what they can expect from the service which includes information on how people can complain if they are unhappy with the service they receive.

People are protected from abuse and harm. Walker Road has a robust safeguarding policy in place and all staff receive training in the safeguarding of adults at risk of abuse. The RI has a good understanding of legal requirements and understands when a safeguarding referral needs to be made to the Local Authority. The building is well maintained and safety checks are completed when required. The environment is clutter free and hazards reduced as far as practically possible. Staff recruitment is safe and robust as pre-employment checks are completed prior to employment commencing. These checks are important as they determine a person's suitability to work with vulnerable people.

Care and Support

People get the right care at the right time. The staffing group at Walker Road is stable which has enabled staff to build positive relationships with people over a number of years. Staff have an excellent understanding of people's needs and provide support with kindness, compassion, and care. People we spoke with were positive about living at Walker Road and one person told us "*I've lived here a long time so that says a lot*", the same person also described the staff as "*great*". Care documentation is thorough, robust and contains the required information. Personal plans of care clearly highlight people needs and how these should be met. These documents are reviewed regularly to ensure they are kept current and accurate. This is important as these documents guide staff on how to care for people. We saw evidence that staff at Walker Road work closely with external professionals and feed any advice or guidance into personal plans of care. Medication processes within the home are safe and robust. We saw that medicines are stored securely and administered safely in line with the prescription. Medication administration Records (MAR) charts are in place and completed correctly.

People are supported to have autonomy of their lives. People have personal daily routines and make their own decisions about when to get up in the morning, when to go to bed at night and how they spend their time in between. Residents are encouraged to remain as independent as possible and supported to attend employment, education, and social activities of their choice within the home and the community. We saw one person return to the service following a day out and was then preparing to go back out to a social event in the evening. We were told that all residents had recently been supported by staff to go on holiday together. People have choice in regard to meals. There are no set menus in place as people decide what they want to eat at the time they want to eat it. Personal routines also dictate that there are no set mealtimes at the service. Care documentation is person centred and clearly outlines people's preferences on how they want to be cared for. Individual likes and dislikes are recorded and people are included in the care planning and review processes to ensure their voice is heard.

Environment

People live in an environment that meets their needs. Walker Road is a residential property located in a suburb of Cardiff that has local amenities and good transport links. The home is set over two floors and benefits from communal space that enables people to spend time alone or with the company of others if they prefer. There are a sufficient number of bathrooms and toilets within the service which are clean and in working order, and there are facilities available for people to make snacks and drinks as and when they wish. The property is well maintained and has recently undergone some modernisation and renovations throughout. The environment is warm, welcoming, and clean, but would benefit from cosmetic redecoration in places. We are told that decoration is ongoing at Walker Road. We did not detect any malodour during inspection. People are cared for in single bedrooms which are comfortable, decorated nicely and contain people's personal items. People are free to access their rooms or communal space as they wish and are encouraged to make bedrooms as personal as possible.

People can be assured they live in a safe environment. On arrival we found the main entrance secure and we were asked for identification and to sign the visitors book before being permitted entry to the home. The environment is very homely and clutter free with hazards reduced as far as practically possible. Windows have restrictors in place and harmful chemicals are locked away safely. There is a downstairs bedroom and facilities for residents who have been unable or prefer not to use the stairs. Safety checks to the building including testing of gas and electricity take place within legal timescale and any repairs are completed without delay. There is a fire safety risk assessment in place and all residents have a Personal Emergency Evacuation Plan (PEEP) which is important as this document guides staff on how to evacuate people in the event of an emergency. Walker Road has a Food Standard Agency hygiene rating of five (very good).

Leadership and Management

People benefit from the leadership and management in place. Walker Road benefits from an RI who is also the manager and registered with Social Care Wales, the workforce regulator. The RI has excellent oversight of the service and completes monitoring of the service in line with regulatory requirements and produces reports to support the monitoring. There are robust quality assurance processes in place that monitor the service being delivered and considers the views of people who use the service and staff who work at the service. This monitoring indicates that the provider is committed to providing a quality service and making improvements when required. There are robust policies and procedures in place for the running of the service which are reviewed annually. There have been no complaints to the service since the last inspection. The RI understands legal requirements in regard to caring for vulnerable people and liaises with the Local Authority safeguarding team when necessary.

People are supported by staff who are trained and safely recruited. Staff at Walker Road undertake training relevant to the job they do, and all staff training is up to date. Staff are happy working at Walker Road and feel supported by the RI. One staff member told us "*I have no problems here at all, I help out when needed and the people who live here are happy, the RI is good as gold*". The RI does not currently record or document the dates of when staff are given formal supervision, we did not see any impact on people using the service so no immediate action is required, this is an area for improvement and we expect the provider to take action. We examined a selection of staff personnel files and were able to see that staff recruitment is safe and robust. Pre-employment checks including references and Disclosure and Barring (DBS) certificates are applied for prior to employment commencing and certificates are renewed every three years. We noted that staff files do not contain two forms of identification which is a regulatory requirement. There is no impact on people using the service but this is an area for improvement and we expect the provider to take action.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	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.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	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
36	The provider does not record or document dates of when staff supervisions takes place.	New
59	Staff personnel files do not contain any forms of	New

	identification.	
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Date Published 30/06/2022