



Inspection Report on

Channel View Residential Care Home

**317 Barry Road
Barry
CF62 8BJ**

Date Inspection Completed

08/06/2023

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About Channel View Residential Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Cheerful Elegant Healthcare Ltd
Registered places	11
Language of the service	English
Previous Care Inspectorate Wales inspection	23 February 2023
Does this service provide the Welsh Language active offer?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

Improvements have been made to the service since the last inspection and the provider is now fully compliant with regulations. People are happy living at Channel View and have good relationships with the staff who support them. Personal plans of care contain required information and are reviewed regularly to ensure they are kept accurate. Referrals are made to external health professionals when required. Medication processes are safe and robust. Care staff levels have been increased and now ensure that people get their care without delay. Activities within the home have been introduced and people have opportunity to go into the community if they wish. Care staff are happy working at Channel view and feel well supported. All staff have regular supervision. The Responsible Individual (RI) visits the service regularly and quality assurance monitoring takes place. There are policies and procedures in place for the running of the service. The environment is clean, warm and safe but would benefit from some cosmetic redecoration in places. Hazards have been reduced as far as possible and safety checks are completed regularly.

Well-being

People are treated with dignity and respect. Care staff have built good relationships with the people they support and provide care with patience and kindness. People are at the centre of care planning and are supported to make their own decisions and remain as independent as possible. Personal preferences, likes and dislikes are documented in personal plans of care. People have their own daily routines and do the things that matter to them. The home has a wide range of activities on offer and also offers people opportunity to access the community. Visitors to the home are welcomed. People are happy with the care they receive and speak fondly of the staff and the RI. Quality assurance monitoring takes place regularly and the RI engages with people during monitoring visits to the home.

People receive care without delay. Personal plans of care detail people's needs and guide staff on how they need to care for people. Personal plans are reviewed regularly to keep them up to date and include risk assessments where required. Referrals are made to health professionals when required. Care staff levels are sufficient to meet people's needs and ensure people receive their care as soon as possible. Medication processes within the service are safe. Care staff receive appropriate training and regular formal supervision and are happy working at Channel View. There are policies and procedures in place for the smooth running of the service.

People are protected from abuse and harm. Channel View has a safeguarding policy in place and all staff receive training in the safeguarding of adults at risk of abuse. People are given information about the service they can expect to receive and have access to a complaints process. Environmental hazards have been reduced and safety testing of the building takes place. The home is warm, clean and in a good state of repair. There is a fire risk assessment in place and fire alarms and emergency lighting are tested regularly. Care staff are recruited safely as pre-employment checks are completed. Staff personnel files contain required information and there is a system in place to ensure Disclosure and Barring Service (DBS) certificates are renewed when required.

Care and Support

People get the right care at the right time. Staffing levels at Channel View have now been increased so people no longer wait for the care they need. Care staff understand the needs of the people they care for and do so with kindness and respect. People have built up positive relationships with care staff evident through positive engagement, friendly banter and laughter. Personal plans of care clearly outline peoples needs and detail how needs should be met. These documents are important as they guide staff on how to care for people correctly. Personal plans are reviewed regularly to ensure they remain accurate and are supported by risk assessments and other health monitoring documentation. We saw evidence that referrals are made to external health professionals when required. Medication processes are safe and robust. Medicines are stored safely and administered correctly. Medication Administration Record (MAR) charts are in place and contain all required information. Care staff sign the charts when medication is administered; we did not note any missing signatures on the charts we examined.

People have autonomy over their lives. People have personal daily routines and decide when to get up in the morning, when to go to bed at night and how they spend their time in between. We saw some people prefer to spend their time in their bedrooms and staff are available to support them and bring meals, snacks and drinks as needed. People have call buzzers in reach which are in working order. We were told that buzzers are checked daily to ensure people can always get assistance when required. Personal plans of care are person centred and contain people's likes, dislikes and preferences on how their care is delivered. Improvements have been made to the activities available in the home and people appear more engaged. One person told us "*There is always something going on now and I always join in, we have such a laugh*". The service also arranges days trips for people and have staff available to support people if they want to go into the community. One person told us "*There are things going on but I don't want to join in as I like peace and quiet, but I can if I want to*".

Environment

People live in a suitable environment. Channel View is located in a residential area of Barry with access to local amenities and good transport links. The home is set over three floors and benefits from communal space including a large lounge and dining room. There are sufficient bathrooms and toilets throughout the home which are all in good working order and fit for purpose. We found all bathrooms to be neat and tidy and personal items have been removed. The home is warm, welcoming and clean but would benefit from some cosmetic redecoration in places. The RI advised that he will make arrangements for the home to be painted throughout as soon as possible. People have their own bedrooms which offer opportunity for personal space and privacy. We saw a selection of bedrooms and found them to be warm, clean and spacious. People are encouraged to make their room personal, homely and comfortable, and are free to access their room as they wish.

People can be assured they live in a safe environment. On arrival at the service, we found the main entrance secure. Our identification was checked and we were asked to sign the visitors book before we were permitted entry. Hazards noted at the last inspection have now been removed and required repairs have been completed. The RI told us the actions required by the fire service inspection have been completed, and the fire service has revisited the service and are satisfied with the work completed. The home is well maintained and safety checks are completed regularly. Harmful chemicals are locked away safely. All people living at the service have a Personal Emergency Evacuation Plan (PEEP) in place but we recommended that they are all kept centrally to enable staff to access them easily. PEEPs are important as they guide staff on how to evacuate people safely in the event of an emergency. There is a fire risk assessment in place which is reviewed annually. Following our visit, the RI arranged a legionella risk assessment to be completed. Channel View has a Food Standard Agency rating of 4 (good).

Leadership and Management

People benefit from the leadership and management in place. Channel View benefits from a manager who is registered with Social Care Wales, the workforce regulator and an RI who has improved his oversight of the service. Quality assurance monitoring takes place regularly and includes the views of people using the service and staff working at the service. People are given information about the service they can expect to receive which includes details of how they can complain if they are not happy with the service. There are policies and procedures in place for the running of the service which are shared with staff electronically, and discussed as part of team meetings and supervision to ensure staff have a good understanding of them. The RI visits the service regularly and has evident good relationships with the people living at the service. Resident and staff meetings take place every month. There have been no complaints to the service or safeguarding referrals raised since the last inspection.

People are supported by staff who are trained and safely recruited. Care staff attend training appropriate to the roles they undertake and feel well equipped to do their jobs. All staff receive a formal supervision regularly and feel well supported. Supervision is important as it is an opportunity for staff to discuss any practice issues or needs in a formal setting that is recorded. Staff we spoke with told us that they are happy working at Channel View and feel that the service is “*better*” since the last inspection. One person told us that they have worked at the service for a number of years and have “*no problems at all*”. We examined a selection of staff personnel files and found they contain all required information. We were able to see that pre-employment checks including references and DBS certificates are applied for prior to employment starting. These checks are important as they determine a person’s suitability to work with vulnerable people.

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
57	The provider has failed to identify potential risks and hazards which may affect the safety of people living at the service.	Achieved
56	The service provider must have arrangements in place to ensure satisfactory standards of hygiene in the delivery of the service.	Achieved
34	The provider has not ensured that at all times a sufficient number of suitably qualified, trained skilled, competent and experienced staff are deployed to work at the service.	Achieved
6	The provider has failed to review their governance and oversight arrangements to be satisfied that the	Achieved

	home operates safely and effectively for the individuals receiving care and support	
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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
N/A	No non-compliance of this type was identified at this inspection	N/A

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