



Inspection Report on

Cae Deri

**The Old Vicarage
Sterry Road
Swansea
SA4 3BN**

Date Inspection Completed

14 February 2022

Final unpublished report

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About Cae Deri

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Accomplish group ltd
Registered places	14
Language of the service	English
Previous Care Inspectorate Wales inspection	11 April 2019
Does this service provide the Welsh Language active offer?	Yes. The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

Cae Deri has a warm, welcoming atmosphere. People receive the care and support they need to promote their health and independence. Care workers are committed to making a positive difference to people's lives. They receive a good level of training and supervision to support them in their roles. Due to staff shortages, the service is using regular agency workers so that people are supported by familiar staff.

There are effective systems in place to support the smooth running of the home. Standards at the service are regularly monitored. The manager is approachable and responsive to feedback from others. The accommodation is light, spacious and homely. It has appropriate facilities to meet people's care and support needs. Care workers recognise and reduce risks to people's health and safety. Measures have been implemented in response to COVID-19.

Well-being

The service supports people to have choice and control over how they are cared for. People are encouraged to do things for themselves, where possible. Care workers have a good understanding of people's individual routines and preferences, which are set out within their personal plans. Individual planners help people achieve their short and long-term goals. People's progress towards achieving their goals is regularly monitored. The service holds monthly resident meetings to enable people to speak out about their experiences. People's views are also sought as part of the service's quality monitoring process. Three monthly formal visits by the responsible individual (RI) are needed to ensure regulatory requirements are met.

The service identifies people's physical, emotional and mental health needs within individualised risk assessments and personal plans. Care workers support people to keep active and to follow their interests, which has had a positive impact on their health and well-being. Care workers monitor people's mental well-being closely and take action to reduce any risks to people's health and safety. People receive appropriate support with their medication. Infection control measures are in place to reduce COVID-19 and other infection risks. The service is continuously working to recruit new staff; this will provide more stability for residents and make the home less reliant on agency workers.

There are systems in place to help protect people from harm and neglect. The service has an up-to-date safeguarding policy that reflects Wales Safeguarding Procedures. Care workers are safely recruited and have the skills to meet people's care and support needs. They have completed safeguarding training and have a good understanding of safeguarding procedures. Any concerns about people's welfare are promptly reported to the relevant agencies. The service makes sure people receive the appropriate level of staff support.

People have developed good relationships with care workers and other residents. Care workers give frequent praise and reassurance, which people respond positively to. People have opportunities to socialise with others and appear to be at ease in one another's company. People have been supported to keep in contact with family during COVID-19 restrictions.

The home and its facilities are well maintained and suitable for helping people achieve their personal goals. The facilities support people to carry out household tasks independently. People have easy access to indoor and outdoor communal areas. There is ongoing investment in the service. New furniture and equipment have been purchased and redecoration is underway. The environment is generally clean and homely, although the cleanliness of some areas needs to be monitored more closely.

Care and Support

People receive good quality care and support from a team of care workers who are familiar with their individual needs and wishes. We saw people interacting well with care workers and other residents. There was much laughter and light hearted conversation that helped create a relaxed, homely atmosphere. Care workers respect people as individuals and support them to achieve their own goals, as set out within their personal plans. These are regularly reviewed to make sure they remain appropriate. Individual activity planners support people to follow their preferred routines and develop their independence. People are able to plan, shop for and prepare their own meals. We found some out-of-date foods in the communal fridge, which the manager agreed to throw away. Assurances were given that use-by dates would be checked more closely. People are encouraged to follow their own interests and explore work opportunities. We saw an album that included photos of memorable outings and people's individual achievements.

The service manages people's medicines safely. We found that medicines are stored securely and at appropriate temperatures. Where possible, care workers support people to manage their own medication. A specific risk assessment is carried out to make sure this is done in a safe way. The service has a clear medication policy to support safe practice. Medication records show that people receive their prescribed medication at the appropriate times. We saw that some handwritten medication entries had not been checked and countersigned by a second member of staff. The service gave assurances that these additional checks would be carried out to reduce transcribing errors. Care workers regularly check medication stocks to help identify and promptly act upon any shortages or errors. Records confirm that staff complete medication training and have their competency assessed before administering routine and specialist medication.

The service has implemented measures to reduce COVID-19 and other infection risks. Care workers check lateral flow test results before allowing visitors into the building. Face masks and hand sanitiser are available at the home's entrance. We saw care workers wearing appropriate personal protective equipment (PPE) and they confirmed that plenty of stock is available. Records show that people are encouraged to keep their environment clean and tidy, in line with their personal plans. We found standards of hygiene to be generally good, although some areas need closer monitoring. For example, the main kitchen floor and skirting boards were in need of a clean and thick dust could be seen on items within an individual's bedroom. A number of empty drink cans and food packets had been left in the garden and the outdoor clinical waste bin was overflowing. The manager addressed these issues promptly following the inspection. The service has been provided with extra bins to accommodate the amount of clinical waste generated between collections. The service received a food hygiene rating of 5 (very good) following an inspection by the Food Standards Agency in February 2019.

Environment

The service accommodates people with a range of care and support needs. The first floor is equipped to help people live as independently as possible as they prepare to leave residential accommodation. People residing on the ground floor need a higher level of care and receive more regular support from care workers. Access between the two floors is restricted via an electronic fob system. There are flats with bathroom and kitchen facilities on each floor, plus individual bedrooms with en-suites. We saw that people had personalised their private rooms, which are individually laid out and nicely furnished. The home is well presented throughout, with upgrades being made as needed. For example, the window blinds in some people's bedrooms were being replaced, new kitchenware had been bought and plans are in place to refresh the paintwork in all communal areas. The home is located a short walk from a takeaway and convenience store, which people told us they often go to.

The home's communal facilities help people achieve their individual goals. There are suitable facilities within people's bedrooms to allow them to store their medicines securely, if appropriate. People have access to a communal lounge and kitchen on each floor, where they can socialise with others and receive support to prepare and cook their own meals. The lounge and dining rooms have some homely touches; they allow people to pursue various leisure activities, such as playing computer games, watching television, listening to music, dining together and playing board games. A rota system is in place to ensure people have designated time to use the communal laundry facilities on the ground floor. We saw people moving between private and communal rooms and using the outdoor smoking area. At the back of the home is a pleasant, enclosed private garden with summer house, where people have been able to meet with family members during COVID-19 restrictions.

The service is well maintained. Records show that electrical installation and gas safety inspections have been carried out within recommended timescales. Maintenance works are requested via an electronic system and prioritised according to how urgent they are. The manager told us the system works well. Records confirm that fire safety equipment has been serviced and portable appliances tested within the last year. Any environmental risks to people's health and safety are identified within their individual risk assessments and personal plans. We found that care workers have a good knowledge and understanding of these. A lockable cupboard is used to store harmful chemicals and the manager carries out regular checks to make sure this is kept locked. We saw that windows are fitted with restrictors to reduce the risk of falls from height. Care workers check visitors' identity before allowing them into the building. A record is kept of any visitors entering and leaving the premises.

Leadership and Management

Overall, the home is well-run. We found that staff at all levels are supported in their roles. Care workers spoke with pride about their ability to work effectively as a team and felt confident that the manager would deal with any issues or concerns. Care workers receive formal supervision regularly to discuss their ongoing development. Supervision records show that care workers are praised for the hard work they do. The manager has regular contact with senior managers and has been supported to make changes that will improve people's experiences. Monthly staff and resident meetings allow the service to reflect on what is going well and what could be improved. The service is delivering its aims and objectives, as set out in its statement of purpose – *'Care interventions which positively encourage independent living and self-care skills.'*

Standards at the service are being monitored. The nominated responsible individual (RI) for the service has changed a number of times since the last inspection. Although RIs have gathered feedback about people's experiences during formal visits to the service, we found that these visits have not been carried out as often as is required. While no immediate action is needed, this is an area for improvement and we expect the provider to take action. The service carried out its last six-monthly quality of care review in December 2021. The report from this review shows that people have progressed well at Cae Deri and have been able to achieve their individual goals, such as getting a job and moving on to live more independently in the community. The report did not include an analysis of data relating to incidents, safeguarding matters and whistleblowing concerns, which we were told would be included in future reports.

The service is using regular agency workers to maintain appropriate staffing levels whilst vacancies are filled. Rotas confirm good continuity of agency workers, which means people are supported by staff who are familiar with their particular care and support needs. Daily planners help ensure people receive the required level of staff support to complete their daily activities and attend any health appointments. The service is actively recruiting new staff. Due to the current shortages, the service is taking a cautious approach to admitting new residents into the home. Records show that the necessary recruitment checks are carried out for new staff, including a Disclosure and Barring Service (DBS) check. The manager is reviewing staff personnel records to make sure copies of birth certificates and passports are held, if available.

People are supported by staff who have the skills and confidence to meet their needs. Training records show that nearly all staff are up-to-date with their mandatory and developmental training, in line with the service's statement of purpose. This includes training in relation to COVID-19, infection control, mental health, autism, epilepsy and safeguarding adults at risk. Staff are given 'functional roles' to help maintain good standards of practice in relation to various aspects of care, for example, medication management and safeguarding. Care workers are clear about potential safeguarding risks and the measures in place to help keep people safe. Safeguarding scenarios are discussed

during interviews with new staff. The service has reported safeguarding concerns to the relevant agencies and followed the advice given to promote people's welfare. The service has accessible, easy-read guidance to help explain safeguarding procedures. We noted that some contact details need adding or updating, which the service agreed to address.

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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
73	The responsible individual has not carried out formal visits to the service at least every three months.	New
	Provider did not notify CIW of a serious incident.	Achieved

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