Arolygiaeth Gofal Cymru
Care Inspectorate Wales

# Inspection Report on

**Cildewi**

**Cilddewi House**
**Heol Salem**
**Carmarthen**
**SA31 3HS**

## Date Inspection Completed

14 February 2022

***Welsh Government © Crown copyright 2022.***
*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk*
*You must reproduce our material accurately and not use it in a misleading context.*

# About Cildewi

| | |
|---|---|
| Type of care provided | Care Home Service<br>Adults Without Nursing |
| Registered Provider | Accomplish group ltd |
| Registered places | 7 |
| Language of the service | English |
| Previous Care Inspectorate Wales inspection | Manual Insert |
| 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

Care workers know people well, interact in a kind and caring manner and provide appropriate support. People lead happy and fulfilling lives and do things that are important to them. Each person is encouraged to have a voice: the service holds regular meetings for people to discuss any issues that affect them. Care records clearly describe how care workers are to meet people's individual needs. The home keeps each person safe by the use of robust infection control measures.

An established, enthusiastic management team continually strives to develop people's care and support wherever possible. The Responsible Individual (RI) regularly visits to talk to people who live in the home, their relatives, other healthcare professionals and care workers to obtain feedback about the service.

The provider has been very proactive during the pandemic, keeping people in the service and care workers healthy by the use of safe practices. Care workers say they feel supported by the manager and receive regular individual supervision to discuss their work. There is a range of staff training available to help care workers support people safely and effectively.

## Well-being

People have control over their day-to-day lives because care workers routinely invite each person to be involved in decisions about their support. Keyworkers work with people to ensure they receive the support and information they need to understand the support they have. In addition, there are independent advocacy services advertised on a communal noticeboard for anyone to use if needed. People are relaxed, comfortable and know what opportunities are available to them. Care workers encourage and support people to make choices and decisions about how they spend their time. People do things that matter to them. This includes volunteering and gardening. Everyone does their own cooking each day, and people are currently pleased to see contractors installing a new kitchen. One person said, *"It will make things a lot easier and nicer to cook in."* Care workers are familiar to people, giving them confidence their needs and preferences are understood. People are encouraged to personalise their surroundings in whatever way they wish. Personal plans are detailed and contain personal preferences and family backgrounds to identify what is important to people.

People feel safe, relaxed and comfortable in the home. They know how to make a complaint if they need to and are confident the manager would listen to them if they did. We saw care workers having good rapports with people. Care workers interact and support people in positive ways, with good-humoured conversations. Senior staff members protect peoples' privacy and personal information at all times. Care workers receive regular support, guidance and training: they have been through a good recruitment process and senior staff members regularly monitor them to ensure they are meeting people's needs. They may access policies and procedures to enable them to protect vulnerable people.

The home does not provide an 'Active Offer' of the Welsh language as there is currently no demand for exclusively Welsh speaking support. However, some staff members are Welsh speakers and the home does agree with the necessity of providing an Active Offer if the home supported anyone who does prefer to communicate in Welsh. We will explore whether the home intends to become a bilingual service in subsequent inspections.

A relaxed atmosphere in the home helps people and their relatives feel at ease. The building is easy to navigate for people to visit friends and receive visitors where they wish and a maintenance team maintains the home to a high standard. Many routine activities stopped during this year's pandemic, but the staff team remain motivated and focused on what is important to people.

## Care and Support

Overall, people have accurate and up-to-date plans for how the service provides their

support. The provider considers a range of information to ensure they can meet each person's needs. A detailed recording system provides a clear record of people's support arrangements: one-page profiles describe what is important for each person, and there is a clear system to record peoples' fluctuating mental health and daily living skills. Risk assessments and personal plans describe health interventions. Keyworkers and senior staff regularly review all documents so they remain up-to-date. The staff team regularly review care records, especially if support needs change. Care workers regularly give people the time they need to talk about any anxieties. Assessments of physical and mental health and up-to-date risk assessments help to maintain people's independence.

Visiting health and social care professionals are positive about the care provided. We met one professional who told us they have, *"no concerns about the home."* They added, *"The manager is always positive and the staff team are really good."*

The provider has detailed policies and procedures to manage the risk of infection. There are good hygiene practices throughout the home and care workers may refer to infection management policies when necessary. Measures are in place to ensure people keep safe from Covid-19 infections as far as possible: this includes the monitoring of all visitors and the appropriate use of personal protective equipment (PPE) by all care workers. The service stores cleaning products securely in locked cupboards and there are guidance notes for handling the products.

As far as possible, the provider takes appropriate steps to safeguard people from neglect and abuse. Care records clearly state any risks to people's health and well-being, and detailed risk management plans help to keep people safe and as independent as possible. Care workers recognise their personal responsibilities in keeping people safe. They are aware of the whistleblowing procedure and are confident to use it if the need arises. They would approach any of the senior staff team, but would also contact external agencies such as the local safeguarding office if they thought they needed to.

## Environment

Overall, people receive support in a suitable environment. The property is homely, warm and clean. People say they feel comfortable and happy living there. People may choose

between various communal areas as well as a garden with a summerhouse where they are able to spend time relaxing with friends and relatives. Each person's private room is secure, spacious and personalised to reflect the occupant's taste and interests, with items such as ornaments, soft furnishings, photos and items of furniture.

People are safe from unauthorised visitors entering the building, as all visitors have to ring the front door bell before gaining entry and record their visits in the visitor's book when entering and leaving. People's personal information, together with employee personnel records, are stored electronically and are password-protected, so are only available to authorised members of the staff team. Other personal information that is not available electronically, such as Deprivation of Liberty Safeguards (DoLS) records, are stored securely in the manager's office.

Clear infection control procedures are in place and care workers use gloves and aprons when providing personal care. Fire exits are free of obstructions and maintenance records evidence weekly fire alarm tests. All COSHH (Control of Substances Hazardous to Health) materials are stored correctly, in line with the COSHH Regulations 2002.

## Leadership and Management

Overall, the provider has a clear vision of the support it provides, and a positive regard to each person receiving support. There is good management oversight of the service. The RI is in regular contact with the service. Discussions take place with people in the home and healthcare professionals involved in their care. Regular audits monitor all aspects of

people's care, including medication, infection control measures and record keeping. Any issues are resolved in a timely manner. People and their relatives may complete surveys to ask for their opinions on the quality of support they receive. Responses from the most recent surveys are complimentary. The home ensures each person has a copy of the complaints policy. People say they know how to make a complaint if they need to, and are confident the provider would listen to them if they did.

The provider ensures there are enough knowledgeable and skilled care workers to provide the right support for people. Pre-employment checks take place before new employees start work - these include reference checks, photo identification and Disclosure and Barring Service (DBS) checks. The staff induction programme links to individual learning outcomes and the 'All Wales Induction Framework for Health and Social Care.'

Care workers undertake specific training relevant to the people they support and regular staff meetings give care workers the opportunity to discuss their work and to keep up-to-date with developments in the service. Care workers have a good understanding of their roles and responsibilities. Three-monthly employee supervision records and annual appraisals show all care workers have the opportunity to discuss any issues they wish to raise, in a formal setting and have the conversations recorded. The RI identifies all actions needed to improve people's well-being into a six-monthly quality of care report.

| 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 |
| N/A | No non-compliance of this type was identified at this inspection | N/A |

**Date Published** 1 March 2022