



# Inspection Report on

**Westminster Court**

**Cardiff**

## **Date Inspection Completed**

26/01/2023

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## About Westminster Court

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Ocean Community Services Limited
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	16 December 2019
Does this service provide the Welsh Language active offer?	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

People are happy with the service they receive and speak positively about the staff who provide their care. People are encouraged to be as independent as possible and are treated as individuals. Care staff understand the needs of the people they care for and demonstrate kindness and respect when providing support. Care documentation contains robust information which is reviewed regularly and evidences that referrals are made to external professionals when required. All staff receive appropriate training and feel well supported and happy working at the service. Staff recruitment is safe and robust but the provider must ensure that staff personnel files contain all required information. The Responsible Individual (RI) has good oversight of the service and quality assurance monitoring takes place regularly. There are policies and procedures in place for the smooth running of the service. The manager understands safeguarding processes and makes referrals to the Local Authority safeguarding team when required. Complaints to the service are taken seriously and people have access to independent advocacy. People are cared for in a suitable environment that meets their needs, but improvements are required to ensure entrance to the service is secure at all times.

## Well-being

People have choice and control as far as practically possible. People are included in care planning and review processes and their personal preferences are detailed in personal plans of care. Care staff encourage people to as independent as possible and support people to develop skills to further their independence. People have their own personal routines and engage in activities of their choice within the service and the community. People have their own bedrooms which offer space and privacy and are encouraged to make this space as personal and homely as possible. The RI engages with people when visiting the service and seeks their views as part of quality assurance processes. People are given information on what they can expect from the service and any complaints are taken seriously and dealt with correctly.

People receive care without delay. Staffing levels at Westminster Court are good and ensure that people do not wait for care. Personal plans of care are thorough, robust, and reviewed regularly to keep them up to date. Referrals are made to internal and external professionals without delay and any advice is followed correctly. Medication is stored safely and administered correctly with staff documenting what medication has been given and when. Care staff receive appropriate training to undertake their roles effectively and feel well supported working at the service. People are cared for in a suitable environment that is warm, clean, and pleasant and offers opportunity for people to spend time together. There is outdoor space that they are free to use and enjoy as they wish.

People are protected from abuse and harm but access to the building needs to be secure. Westminster Court has a safeguarding policy in place and all staff receive training in the safeguarding of adults at risk of abuse. The manager liaises with the Local Authority safeguarding team when necessary and any referrals are stored centrally and monitored. Regulatory notices are made to Care Inspectorate Wales when required. The building is safe and well maintained with safety checks completed, but the provider must ensure the main entrance to the home is secure at all times. There is a fire risk assessment in place and fire safety checks are completed regularly. All staff receive training in fire safety which is refreshed regularly. Staff recruitment is safe and robust with pre-employment checks completed prior to employment commencing but some personal files must contain all relevant information.

## Care and Support

People receive the right care at the right time. Personal plans of care are extremely detailed and clearly outline people's needs and how they should be met. There are risk assessments in place where required and all documents are reviewed regularly to ensure they are kept current and accurate. Personal plans are important as they guide staff on how to care for people correctly. We saw evidence that people receive support from the internal multi-disciplinary team and referrals are made to external health and social care professionals without delay. Any new guidance from professionals is added to personal plans and staff read the update and sign to say they understand the information. Care staff have built positive relationships with the people they care for and have a good understanding of people's needs. People we spoke with told us they like living at Westminster Court and one person said, "*It's a lovely place to live, the staff are really great*". Staffing levels at the service are good and ensure that people do not wait for care and can access the community. One person told us "*I have a weekly activity plan and staff stick to it no matter what*". Medication processes at the service are safe and robust. Medication is stored securely and administered safely in line with prescription. There are Medication Administration Record (MAR) charts in place that contain all required information.

People are supported to have autonomy over their own lives. People are included in the assessment of their care needs and reviews of their personal plans and have opportunity to access independent advocacy if required. Personal plans of care are person centred and contain the likes, dislikes and views of the person receiving care. People have their own personal daily routines and do the things that matter to them. People are supported to maintain relationships with friends and family. Care staff encourage people to be as independent as possible and to make their own choices where possible. One person told us "*Staff let me do things for myself but just keep an eye on me in case I need help, I like this a lot*". People decide what meals they eat and when and are supported to shop for ingredients and prepare the meals of their choice. People are supported to manage their finances and receive guidance on how to budget their money correctly.

## Environment

People live in a suitable environment that meets their needs. Westminster Court is located in a residential area of Cardiff that benefits from local amenities and good transport links. The service is made up of a two-bedroom flat on the ground floor, a two-bedroom flat on first floor and one self-contained flat that is separate to the main building. There is sufficient communal space throughout the service and all bathrooms and toilets are in good working order. The shower tray in first floor bathroom would benefit from resealing due to mould and we were advised that this would be completed as soon as possible. The environment is warm, clean, and decorated nicely throughout. We did not detect any malodour during inspection. The home has pleasant outdoor space that contains garden furniture for people to spend time outdoors as they wish. We are told that there are plans to extend the garden and for a sensory area to be included. People have their own bedrooms which offer opportunity for quiet time and space. People are free to access their bedroom as they wish and are encouraged to take pride in their personal space. We saw bedrooms are warm, clean, and personal to the person occupying the room.

People are cared for in a safe environment but improvements to the building security are required. On arrival to the service, we found the main gate wide open and we were able to enter the service unchallenged. We attracted the attention of staff but were not asked for identification until we reached the manager's office. We were then asked to sign the visitor book. Whilst there was no impact of people using the service, this is an area for improvement and we expect the provider to take action. The provider gave assurances that these issues would be dealt with immediately. The building is well maintained and checks including gas and electricity safety testing take place in line with legal requirements. The manager advised that repairs to the service are completed in a timely manner once reported to the maintenance team. Harmful chemicals are locked away safely and window restrictors are in place; environmental hazards have been reduced as far as practically possible. There is a fire risk assessment in place and everyone living at the service has a Personal Emergency Evacuation Plan (PEEP) in place. PEEPs are important as they guide staff on how to evacuate people in the event of an emergency. Fire alarms and emergency lighting are tested regularly.

## Leadership and Management

People benefit from the leadership and management in place. The RI has good oversight of the service and the manager is registered with Social Care Wales, the workforce regulator. The RI visits the service in line with regulatory requirements and produces a report to support the visits. Quality assurance monitoring takes place regularly and includes the views of the staff working at the service and people who use the service. This indicates that the provider is committed to making improvements and providing a quality service at all times. There are policies and procedures in place for the running of the service which are reviewed annually or sooner if required. Complaints to the service are taken seriously and dealt with appropriately. The manager understands legal requirements in regard to caring for vulnerable people and makes referrals to external agencies correctly. Any referrals made to the Local Authority safeguarding team are stored centrally with outcomes and monitored as part of quality assurance processes. This is good practice as it ensures referrals can be monitored for themes and trends of abuse and ensures that lessons can be learned.

People can be assured they are cared for by care staff who are well trained and supported. Care staff attend training courses appropriate to the roles they undertake and feel well equipped to do their jobs. All staff training is up to date. We viewed the staff supervision matrix and found that all staff receive a supervision in line with regulatory timescales and all supervisions are up to date. Supervision is important as it provides an opportunity for staff to discuss any practice issues or needs in a formal setting that is recorded. Staff we spoke with told us they are happy working at the service and one person said, *"I like working here, the manager is easy to get along with and I feel looked after"*. We examined a selection of staff personnel files and found that they mostly contain required information. One file was missing the staff identification but we were given assurances that this would be added without delay. Staff recruitment is safe as pre-employment checks including Disclosure and Barring service (DBS) certificates and references are applied for prior to employment commencing and there is a system in place to renew DBS certificates. These checks are important as they determine a person's suitability to work with vulnerable people.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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
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44	We were able to freely access the service without challenge.	New
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**Date Published** 28/02/2023