

Inspection Report on

Home Address Ltd

7 Vergam Terrace Fishguard SA65 9DD

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

01 March 2022



About Home Address Ltd

Type of care provided	Care Home Service
	Adults Without Nursing
Registered Provider	Home Address Ltd
Registered places	6
Language of the service	Both
Previous Care Inspectorate Wales	Manual Insert
inspection	20 September 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

People living at Home Address are supported by staff who are suitably trained; motivated and effectively led.

The property is clean, comfortable and well maintained, with people having some say in its decoration, as well as some responsibilities for keeping their home clean and tidy.

The Responsible Individual (RI) has good oversight of the home and staff find him supportive. They also feel valued by the manager.

People have a range of opportunities to do things that are important to them, meaning the time they spend inside the home and in the local community is purposeful.

Well-being

People are safe and protected from abuse and harm. Staff know the action they must take if they suspect a person is at risk. They have confidence the manager will take the appropriate measures to report any concerns, and also take the steps necessary to safeguard people.

Access to the home is controlled by staff, which ensures only those with a legitimate reason for being in the home are allowed in. Visitors are required to sign into a visitor's book and show evidence of a negative lateral flow test (LFT). All staff wear the appropriate personal protective equipment (PPE) to reduce the risk of introducing infection to the home.

There is a natural friendliness between people and those caring for them. People living in the home describe themselves as "friends" and were seen offering support and encouragement.

People also have very good relationships with those who support them, with workers feeling motivated and enthusiastic about their work. One told us "I absolutely love it" and another said "It's brilliant…. We are like a little family".

People have control over their day-to-day lives. They do things which are important to them. Some are in voluntary or paid employment and are supported by staff with this. People are involved in the local community. One care worker told us "clients are just as involved as the staff" when describing the day to day running of the home which is evidence of how inclusive and person centred the care and support is.

Care and Support

Care plans; risk assessments and daily activity sheets are kept as paper records. Care plans are comprehensive and provide staff with the information they need to support people. There is a pen picture which provides information about people's histories, including who and what is important to the person.

Plans are available to ensure people are safe. For example, the plan for accessing the community includes information about things the person needs to stay safe as well as things the person needs help with.

Care plans focus on people's strengths and they are mostly reviewed regularly. Some records would benefit from a review as one we looked at was written in 2018. Daily activity records are detailed and set out clearly how the person spent their time and the outcome of the activity, including how the person felt after.

People can do things which matter to them. Some people have jobs, both voluntary and paid work. One person enjoys going to watch the local football team play, and another enjoys going to the local ports and to take photographs. People are involved in doing the shopping for the home and some people take part in cooking and meal preparation. One staff member was proud of the efforts made by one person to help prepare a meal with encouragement when they thought they were not able to do this.

People's physical health needs are met. Dental; optician and podiatry appointments are attended. Staff know how to recognise if people are becoming unwell and also know the action they are required to take. People's weight is monitored.

There are good infection prevention and control measures in place with all staff wearing the appropriate personal protective equipment (PPE). Visitors to the home are required to provide evidence of a negative lateral flow test (LFT) and have their temperature taken.

There is an understanding of the importance of good nutrition. We were told most meals are made using fresh ingredients and food is available outside of meal times. Staff are happy with the quality of ingredients and alternatives are always available if people do not want what is on the menu. There is little reliance on processed food and we have asked the provider to monitor its use to ensure this is not used when fresh alternatives are available.

Environment

People live in a home which is suitable for their needs. It is clean, well maintained and comfortable. Bedrooms are on three floors.

None of the bedrooms have en-suite facilities but people told us there are enough bathrooms for them to use.

One person was proud to show us their bedroom which they had chosen the colours and decorations for. Bedrooms are comfortable and personalised with photographs and ornaments.

There is a cosy lounge on the first floor which people told us they like to use, and also a kitchen which is well used for people and staff to spend time together.

Parts of the home would benefit from some redecoration, but this is due to general wear and tear.

Keeping the home clean is the responsibility of staff and those living in the home. One person told us they kept their room clean and activity records corroborated this.

Leadership and Management

The manager is supported by a team of staff made up of carers and senior carers. Staff have the opportunity for development and some of those we spoke with have been promoted during their employment.

Staff are well supported by the manager, and the manager in turn, feels well supported by the RI. Staff are able to discuss any ideas or concerns they have with both the manager and the RI. Supervision is mostly up to date and staff get constructive feedback on their work.

All staff consider they have the training needed to enable them to carry out their duties. Staff files demonstrate training has been completed in a range of areas including challenging behaviour; infection control; medication and equality & diversity. Most training is up to date, but there are some gaps, primarily due to the pandemic. The manager showed us a form they intend to use which will give a clearer picture of the current training status of staff.

There are enough staff on duty, and the numbers on each shift are based, in part, around the individual needs and planned activities of people living there. If people are scheduled to spend time away from the home, this is factored in to the staffing numbers for that day. Staff told us they have time to spend individually with people and support is never rushed. We found the atmosphere to be both friendly and calm, with staff committed to providing person centred care and support.

Safe recruitment processes are in place. In most files there are copies of references; checks and photographic identification. One file did not have evidence of a valid disclosure and barring service (DBS) check but the manager assured us the staff member did have one and would amend the records accordingly.

There are some governance arrangements to monitor quality and the RI has written a comprehensive review of the home during the pandemic and the challenges the home faced and the things they did to ensure people's days remained meaningful. Checks are carried out to make sure fire equipment is safe. Regular checks are made of the fire doors; fire alarms and extinguishers. Fire drills are carried out regularly.

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	N/A	

inspection	

Date Published 23/03/2022