



# Inspection Report on

**The Cedars Care Home**

**Barry**

**Date Inspection Completed**

04/11/2021

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## About The Cedars Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	The Cedars Care Services Ltd
Registered places	3
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection since the home re-registered under the Regulation and Inspection of Social Care (Wales) Act 2016
Does this service provide the Welsh Language active offer?	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

People get the care they require, from staff who understand their needs and provide care with kindness, consideration and compassion. People are treated as individuals and do things that matter to them. Activity plans are person centred and care plans include likes, dislikes and preferences of how people like to receive their care. Care documentation is thorough, robust and reflective of the person being cared for. This ensures that staff have the correct guidance on how to provide the right care. Medication processes are safe and robust, medication is stored correctly and administered in line with prescription.

Staff are happy working at The Cedars Care Home and receive training and regular supervision. There are policies and procedures in place for the smooth running of the home and regular quality assurance takes place. The manager and Responsible Individual (RI) understand their legal responsibilities and make appropriate referrals and notifications to external bodies when required.

People live in a pleasant environment that is safe and meets their needs. There is sufficient communal space for people to use as they wish and people have their own bedrooms which are warm, clean and contain personal belongings.

## Well-being

People can be assured that they have a voice. Care documentation is person centred and where possible, includes the wishes and feelings of the person being cared for. People do the things that matter to them and have personal activity plans in place. People have access to advocacy services and there is a robust complaints processes in place. Quality assurance monitoring takes place regularly and includes the views of residents and /or the representatives. The RI engages with people as part of their monitoring visits. The manager understands legal requirements in regard to caring for vulnerable people. They ensure legal processes are followed when decisions need to be made for people who lack ability to make decisions for themselves.

People are cared for with dignity and respect. People living at The Cedars appear happy, well cared for and have good relationships with the staff who provide their care. Staff understand the needs of the people they care for and anticipate needs of people who are unable to verbally communicate. Care is provided with compassion and kindness, staff ensure people's independence is promoted at all times. Care documentation is reflective of the person being cared for and is reviewed regularly and kept up to date. Care plans include things people can do, as well as things people need support with. Staff are well trained, supported and are happy in their jobs. Staffing levels ensure that people receive the right care as and when they need it. The Cedars has good staff retention and no agency staff use at present. People have single bedrooms which enable them to have privacy when needed or wanted.

People can be confident they are protected from abuse and harm. The Cedars Care Home has a safeguarding policy in place, and all staff receive training in the safeguarding of people who are at risk of abuse. The manager and RI understand safeguarding processes and know when referrals should be made to the Local Authority or other agencies. Staff recruitment is safe and robust as pre-employment checks and Disclosure and Barring Service (DBS) certificates are applied for prior to employment being offered. People are cared for in a safe environment where hazards are reduced as far as practically possible. The building is well maintained and safety checks are completed when required.

## Care and Support

People can be confident they get the right care at the right time. Staffing levels are sufficient to meet people's needs, and ensure that people do not need to wait for care. The Cedars has a stable staff team who have worked at the service for a long time. Care workers understand the needs of the people they care for, and can anticipate the needs of people who are unable to verbally articulate their needs. One care worker told us "*we know the residents inside out, and we know immediately if they are not well*". Staff and residents have positive relationships and staff provide care with dignity, respect and kindness. People look happy, clean and well cared for. Care documentation is thorough, robust and reflective of the person being care for. Care plans are reviewed regularly and updated when required. There is evidence that staff refer to external professionals when required and follow any guidance or advice. Medication processes within the home are safe. We saw that medication is stored securely and administered as required, and we were told that the home had no issues with ordering or receiving medication. We viewed a selection of Medication Administration Records (MAR) charts and found these to contain a picture of the resident and were all completed correctly.

People can be assured that they have choice and control over their lives. Care planning documentation is person centred and contains the likes and dislikes of the person receiving the care. There is evidence that people and or their representatives are consulted as part of the care planning process, and it is detailed how people prefer to have their care delivered. People have their own personal daily routines and do the things that matter to them. People are free to spend their time as they wish and staffing levels ensure that people attend their scheduled activities outside the home without fail. People have choice in regard to the food they eat, and menus are prepared with peoples preferences in mind. We observed the lunch time experience and saw that people were treated as individuals and given the level of support they required. One person was eating independently with supervision only, while another person received full support with the task. This indicates that staff understand people's needs and promote independence.

## Environment

People live in an environment that meets their needs. The Cedars is a ground floor bungalow that is located in a residential area of Barry, close to local amenities. The home has a large lounge and dining area and ample outdoor space that people are free to use as they wish. We found The Cedars to be warm, clean and free of malodour. It is decorated to a high standard but would benefit from some paint touching up in areas such as skirting boards and door frames. The home is well maintained and clutter free and has flooring that enables people to move around with ease. There are sufficient bathrooms and toilet facilities to meet the needs of people living at the service, and there is appropriate equipment in situ when people need to access the bath/shower safely.

People are cared for in their own rooms which are warm, clean and personal. People are supported to decorate their rooms to their personal tastes and are free to spend time in/out of their rooms as they choose. We heard staff knocking bedroom doors before they entered the bedroom of any resident.

People can be confident that they live in a safe environment. On arrival to The Cedars we found the main entrance secure, and we were asked for identification before we were permitted access. Our temperature was taken and we were asked for evidence of a negative Covid-19 test. We took a tour of the home and saw that all hazards have been reduced as far as practically possible and harmful chemicals are locked away safely. There is a fire risk assessment in place and all staff complete fire safety training. The fire alarms are tested and evacuation drills take place regularly. All residents have a Personal Emergency Evacuation Plan (PEEP) which is important as this guides staff on how to evacuate people in an emergency.

We saw that all staff were wearing Personal Protective Equipment (PPE) and we were told that the home has an apply supply. The home has measures in place to reduce the risk of Covid-19 entering the home.

## Leadership and Management

People benefit from the leadership and management in place. The Cedars Care Home has a manager who is registered with Social Care Wales (SCW) the workforce regulator and an RI who has excellent oversight of the service. The home has policies and procedures in place for the smooth running of the service. We have suggested that the safeguarding policy would benefit from updating and expanding. We saw evidence that Deprivation of Liberty Safeguards (DoLS) applications are made when required, which is important as it makes placements legal where people lack the capacity to make decisions in regard to their care and accommodation needs. No complaints have been received at the service since the home was registered, and no safeguarding referrals have been made to the Local Authority. Notifications are made to us (CIW) when required. The Cedars has processes in place to ensure that the quality of the service is monitored every six months which includes feedback from people using the service. The RI completes monitoring visits as required and produces reports to outline the findings and any required actions following these visits.

People can be assured that they are supported by staff who are trained and well supported. We viewed the staff training matrix and saw that staff training is mainly up to date and any required training is booked for the near future. Staff we spoke with told us that they are *“very happy working at The Cedars, and love their job”*. Staff told us that the team is stable and described the manager as *“lovely”*. The staff supervision matrix indicated that all staff are up to date with supervision. This is important as this is an opportunity for practice issues and needs to be discussed in a formal setting that is recorded. Staff rotas indicate that staffing levels within the home are consistent. We viewed a selection of staff personnel files and found that they all contained the required information bar one file that only had 1 form of identification when there should be two. We were assured that this would be rectified. We were able to see that staff recruitment is safe and robust as pre-employment checks such as DBS certificates and references are applied for prior to the position being offered. These checks are important as they determine a person’s suitability to work with vulnerable people. These checks are updated as required.





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

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