

Inspection Report on

Princes Street

Cardiff

Date Inspection Completed

24/05/2022



About Princes Street

Type of care provided	Care Home Service
	Adults Without Nursing
Registered Provider	PARKCARE HOMES (NO.2) LIMITED
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	12 July 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 receive the right support from care staff who understand their needs and promote their independence. People have their own personal routines and do the things that matter to them. Care documentation is thorough, robust and includes the views of the person being cared for. Documents are reviewed regularly and evidence that people get support from internal and external professionals when required. Care staff and residents have positive relationships and people speak highly of the staff who care for them. There are policies and procedures in place for the running of the service and quality assurance processes to ensure that people continue to receive a quality service. The Responsible Individual (RI) has good oversight of the service and the manager understands legal requirements in regard to caring for vulnerable people. Care staff are recruited safely, well supported and receive appropriate training to undertake their role. The majority of staff are very happy working at Princes Street. People live in a safe environment that is warm, spacious, and clean. The property is well maintained but would benefit from cosmetic redecoration in places. People have their own bedrooms which are personalised and contain their possessions.

Well-being

People are treated with dignity and respect. Care staff and residents have positive relationships and engage in laughter and banter together. Care planning is person centred and people are included in the planning and reviewing of their care. Personal preferences, likes and dislikes are clearly recorded and fed into care documentation, which evidences that people's voices are heard. People are supported to have control over their lives and make choices according to their likes and dislikes. Quality assurance monitoring considers the views of people using the service, and there is a complaints policy that can be easily accessed if people are unhappy. Residents at Princes Street have access to independent advocacy. People have their own single bedrooms which contain personal items and enables people to spend time in privacy as and when they wish.

People receive care without delay. Staffing levels at Princes Street are sufficient and ensure that people do not wait for support. People have personal activity plans in place and are supported to attend social and education settings within the community on most days. Personal plans of care are thorough, robust and contain up to date and accurate information which outline people's needs and how they should be met. These plans are reviewed regularly and updated, as necessary. Care staff understand the needs of the people they care for and do so with kindness and respect. Independence is promoted at all times. People have access to an internal clinical team who they see regularly and external professional support is sought when required without delay.

People are protected from abuse and harm. Princes Street has a safeguarding policy in place and all staff attend training in how to safeguard adults at risk of abuse. Referrals are made to the Local Authority safeguarding team as required and any referrals are audited as part of quality assurance processes. The environment is safe and the building is maintained. Hazards have been reduced as far as practically possible. All safety checks are completed, as necessary. There is a fire risk assessment in place and all residents have a Personal Emergency Evacuation Plan (PEEP) in place. Staff recruitment is safe and robust. Pre-employment checks are completed prior to employment being offered and Disclosure and Barring Service (DBS) certificates are checked or renewed within required timescales. There are robust measures in place to reduce Covid-19 entering or being spread within the home.

Care and Support

People receive the right care at the right time. Care staffing levels at Princes Street ensure that people do not have to wait for support. Care staff understand the needs of the people they care for and do so with kindness. Personal plans of care outline people's needs and details how these needs should be met. Reviews of these plans take place regularly to ensure that they are up to date and any changes are documented. The reviewing of personal plans is important as these plans guide staff on how to care for people. Referrals are made to internal and external professionals when required and any advice or guidance is fed into personal plans and followed by staff. Medication processes within the home are generally safe and robust. Medications are stored safely and securely and administered in line with prescriptions. We examined the Medication Administration Records (MAR) charts and found they contained all required information but were missing signatures for some medication that had been administered. We discussed this with the deputy manager, who gave assurances that this issue would be addressed.

People can be assured that they have choice and control over their lives as far as practically possible. People have their own personal routines and decide when to get up in the morning, when to go to bed at night and how they spend their time in between. There are no set meal times or menus as people choose what they eat and when. Care documentation is person centred and personal plans are individual. There is clear evidence that people are involved in their care planning and reviews, with people's preferences clearly documented and their voice clearly evident throughout. Residents engage in activities of their choice and have personal belongings such as games consoles and DVDs in their bedrooms. People are supported to attend education and social settings of their choice within the community. There are a number of activities available within the home such as a pool table, a smart TV and dart board that people are free to use as they wish. Visiting to the home has resumed and people also receive support to visit their relatives if they wish to.

Environment

People live in a suitable environment. Princes Street is located in a residential area within a suburb of Cardiff. There are a range of local amenities and good transport links within walking distance. The home is set over two floors and has ample communal space including a large lounge, a newly fitted kitchen and safe external space with patio furniture. People are free to use communal space at any time. There are sufficient bathrooms and toilets throughout the home and we are told that there are plans to modernise the bathroom and shower room on the first floor. The service is warm, welcoming and clean but would benefit from some cosmetic redecoration in places. We did not detect any malodour at the service. People have their own single bedroom which they are free to access as and when they wish. Bedrooms are individual and contain people's personal belongings. People are supported to make their room as personal and comfortable as possible.

People can be assured they live in a safe environment. On arrival to the home, we found the main entrance secure, our identification was checked and we were asked to sign the visitors book before being permitted entry. There are measures in place to reduce the risk of Covid-19 entering the service and staff are wearing Personal Protective equipment (PPE) correctly at all times. The environment is clutter free and hazards have been reduced as far as practically possible. Harmful chemicals are locked away and windows have restrictors in place. The building is well maintained and we saw evidence that safety testing of gas and electricity take place within appropriate timescales. There is a fire risk assessment in place and all residents have a PEEP in place, which is important as it guides staff on how to evacuate people in the event of an emergency. Fire alarms are tested regularly.

Leadership and Management

People benefit from the leadership and management in place. Princes Street benefits from an RI who has good oversights and a manager who is registered with Social Care Wales, the workforce regulator. There are robust policies and procedures in place for the smooth running of the service and the manager understands the legal requirements in regard to caring for vulnerable people. Safeguarding referrals are made to the Local Authority when required and are then stored centrally. This is good practice as referrals can be audited and monitored for themes, trends, and lessons learned processes. Notifications are made to us (CIW) when required. The RI visits the service in line with regulatory requirements and produces a report of their findings. We were told that the RI is very supportive and available when needed. There are quality assurance processes in place which monitor the service delivery and include the views of people using the service and/or their representatives. The provider takes complaints to the service seriously and has a process in place to manage complaints. People are given information about the service and what they can provide, which also includes information on how people can make a complaint if they are not happy with the service they are receiving.

People can be confident they are supported by staff who are well trained and safely recruited. All staff receive a formal supervision within required timescales and staff we spoke with told us that they feel well supported. Supervision is very important as it is an opportunity to discuss practice issues or needs in a formal setting that is recorded. Since the last inspection improvements have been made to staff training. Staff attend training courses appropriate to the roles they undertake and there are very few gaps in staff training records. New staff members receive an induction when they start employment at Princes Street. The majority of staff we spoke with told us that they are happy working at the service, and one person told us "There is opportunity to progress within the company if you want to". We examined a selection of staff personnel files and were able to see that they contain all required information. Background checks including references and DBS certificates are applied for before employment commences. These checks are important as they determine a person's suitability to work with vulnerable people.

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 21/06/2022