



Inspection Report on

Rose Cross

**ROSE CROSS RESIDENTIAL HOME
BRENIG ROAD PENLAN
SWANSEA
SA5 7BE**

Date Inspection Completed

30/06/2021

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About Rose Cross

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	City and County of Swansea Adults and Children's Services
Registered places	33
Language of the service	English
Previous Care Inspectorate Wales inspection	18/10/2019
Does this service provide the Welsh Language active offer?	Yes

Summary

People are very happy living at Rose Cross where staff support them to maintain/ regain their independence. There is a warm, relaxed community spirit in the service where people feel at ease and visitors feel welcome. The service is well maintained, and offers a safe environment for people to live. People told us they really enjoy living at Rose Cross and continue to build strong, trusting relationships with staff. People have a voice, having their wishes respected. An established, professional management team continually strives to develop people's care and support wherever possible. People are placed at the heart of the service by a well-trained and enthusiastic staff team. Quality assurance systems continue to improve the service.

Well-being

People are happy being supported by a highly effective group of staff who include them in decisions. Staff know people very well and have built strong relationships with them. All interactions are dignified and respectful. There is a strong sense of community and a partnership approach between people and staff. The service is inclusive and welcomes visitors in a safe manner. Personal plans provide good guidance for staff, and people have one-page profiles. However, the service needs to further develop their personal plans in relation to outcomes. Care workers always have time for people and engage in both group and individual activities. People feel valued and given purpose. The service promotes choice in areas such as eating, drinking, using the toilet and activities.

The oversight and governance arrangements are very good and focus on the wellbeing of people and staff. The manager leads a highly effective, enthusiastic team that actively demonstrate the values of the service. The responsible individual (RI) maintains regular communication with the service and undertakes quarterly and six monthly reports. The manager also carries out a range of audits. These provide clear evidence of ongoing quality assurance monitoring and health and safety checks. Staffing levels are effective and staff feel well trained and supported. The service is working towards the Active Offer of the Welsh language and can provide information in Welsh if requested.

Measures are in place to minimise risks to people keeping them safe and protected from harm and neglect. There are stringent corporate safeguarding and whistleblowing procedures in place, and care workers are clear on their responsibilities. We saw Deprivation of Liberty Safeguards (DoLS) in place for individuals who did not have the capacity to make decisions about their accommodation and/ or health and wellbeing. The relevant risk assessments and audits are in place covering health and safety and infection control. The environment is welcoming but also safe and secure through effective systems of security. There are good maintenance systems in place. Infection, protection and control measures were consistently good, being followed and reflect current guidelines.

Care and Support

The service ensures a range of information is considered to determine whether it is suitable for meeting people's needs. The service offers short and longer-term placements plus respite care. People are accommodated in one of four units depending on the level of care they need. There are clear admission and assessment arrangements. These link well with a range of professionals across health and social care, and with families and carers. Relatives said *"the assessment process was extremely robust"*. The scope of the service is set out in a detailed statement of purpose (SoP) and a guide to service. Records confirm the service has carried out pre-service assessments to determine whether it can cater for people's particular needs. We saw assessments take into account what mattered to

people and what they hoped to achieve from living at Rose Cross. They also provide an overview of people's medical and social histories. People recently moved into the service told us they had settled in well and were keen to regain more independence with the aim to return home. One individual with a love of poetry shared their heart-warming reflections on living at Rose Cross.

Overall, people should feel confident the service has an accurate and up to date plan for how their care is to be provided in order to meet their needs. Personal care records contain a range of risk assessments and personal plans. We viewed the care files of three people. All three are in good order and provide clear guidance for staff. Preferred routines, social interests, care and meal preferences are clearly recorded. They also portray the individual in a positive light. People and their relatives told us they are involved in reviews and making decisions that affect their lives. Although further focus in evidencing these discussions is needed. Person centred information was available such as people's likes and dislikes, important relationships and what makes them happy. Personal histories are also available to assist staff. However, the goals and aspirations of people are unclear. Further work is being carried out to ensure a more person-centred approach is adopted to personal plans. DoLS authorisations are in place for people who require them. Daily recordings are detailed and show people receive a high standard of care and support.

Physical and mental well-being is actively promoted. We found the service was committed to developing staff skills in order to support people's health and well-being. There are individual staff members that "champion" key areas such as dementia care, innovation wound care, infection control and manual handling. There is also a Welsh language champion. These provide additional guidance and support to both people and staff. Relatives confirmed that they were confident in the skills of care workers. Records showed people have access to the medical and specialist services they need. Group and individual activities are on offer for those who wish to participate. Although, this has been not as frequent during the pandemic.

The management of medication is consistently good across the service. Only well trained competent staff administer medication. Regular training is accessible to staff and competency checks carried out by experienced staff. Medication is stored safely and securely in dedicated locked areas within the service. Recordings of temperatures of the medication storage areas and fridges are done consistently. We shadowed staff members administering medication. Staff are knowledgeable on the medication they were administering and carried out their duties in a professional manner. We looked at three medication administration records (MAR) charts and found they were accurate.

Environment

People live in a service where there is a real sense of community and where they are safe and comfortable in their surroundings. The service is situated in an established residential

area of Swansea but setback and surrounded by mature grounds. The service is welcoming and friendly but has strict visiting and security measures in place to keep people safe. The management team maintain very strong infection control protocols in relation to Covid-19. Visiting arrangements follow current Public Health Wales (PHW) guidelines. Visitors sign in and out of the building, take Lateral Flow Tests (LFD) and have temperature checks. Visitors are made to feel very welcome and have access to good facilities. A relative said, *“they really look after me, I always feel very welcome and safe”*. The service is made up of individual units as part of infection control protocols. These are over two floors each with communal and dining areas for people to use. There is also kitchen facilities in each unit. Communal areas are a hub of activity with people socialising with each other and staff. There is a clear sense of community in the service. The large established rear grounds provide a peaceful, secure and pleasant space for people and visitors to use. The service is accessible and easy to navigate. Care workers are respectful and always on hand to assist people.

The service is well maintained and promotes a sense of home. The service is relaxed and staff know the people they support very well. People are encouraged to maintain their independence and to use the facilities on offer. Both communal areas and bedrooms are nicely decorated and clean. All bedrooms have access to en-suite facilities and made more comfortable by peoples own belongings. Communal areas are uplifting, well-furnished and a place for people to socialise. People are very positive on where they are living, saying *“it’s a wonderful to place to live”*, *“I couldn’t cope at home, staff here are marvellous”*. A relative said *“what a wonderful service, communication is excellent”*. The service is maintained to a very high standard with appropriate numbers of domestic staff on duty. The laundry area is also well organised. As a large building we saw furnishings and fixtures were in a good state of repair. There is also an ongoing refurbishment programme to refresh both communal and bedroom areas. We saw a maintenance file, which contains up to date compliance certificates for gas, electricity and fire safety. The management team are responsible for regular fire safety, water temperature and equipment checks. Overall, these are up to date.

Leadership and Management

The management maintain oversight through rigorous governance arrangements, There is an experienced and long-standing manager with a daily presence in the service. There is also strong peer support in place from the wider management team. Staff feel well supported and spoke positively of managers. Comments include *“they are excellent and very supportive”*, *“they continue to keep as safe”*. Relatives said *“an extremely robust management team”* and *“I have huge respect for the manager”*. The RI continues to be in regular contact with the service via remote means during the pandemic. However, there are dedicated staff responsible for quality assurance attending the service on their behalf. The RI consults people, staff and relatives as part of their regular quality assurance audit

processes. These result in detailed outcome-based quarterly and six-monthly reports. We saw any actions/ improvements needed are recorded and followed up at the next audit. Staff have access to a range of corporate policies and procedures to assist them to carry out their roles and responsibilities.

Consistently strong focus is placed on the well-being and training of staff to enable them to successfully carry out their roles. We spoke to care workers who all feel well trained and supported. Supervisions are at three months intervals and annual appraisals are being re-introduced after being placed on hold during the pandemic. We looked at three staff files and found there are satisfactory recruitment and induction procedures in place. All have the required documentation and back ground checks in place. All three personnel files were well organised and stored appropriately. Training is consistent, and during the last year has been accessed via e learning. Overall, mandatory training is up to date, with plans in place to address any gaps.

The values of the service are embedded in everyday practice. The SoP clearly sets out the service aims and values. A guide to service is also available to people when moving in. Both are available in the Welsh language. Although bilingual signage needs to be considered for communal areas. Staff are clear and actively promoting the values and purpose of the service. Led by a manager who is approachable and keen to ensure people are at the heart of the service. One individual who enjoys meeting and greeting visitors sits by the front entrance. They also like to check that people are adhering to current infection control protocols. They clearly enjoyed this role and had a real sense of purpose. A later conversation confirmed this. All interactions between staff and people were respectful, dignified with the appropriate humour. Recruitment is value based and job descriptions evidence this approach. Care workers demonstrate good values and senior staff are highly visible in the service.

Areas for improvement and action at, or since, the previous inspection. Achieved

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This is because equipment was stored in bathrooms and toilets and the hallway on the first floor causing a hazard.

Achieved

Areas where priority action is required

None

Areas where improvement is required

None

Date Published 24/08/2021