

# Inspection Report on

**Edgeworth** 

**Colwyn Bay** 

5 December 2022 05/12/2022



## **About Edgeworth**

Type of care provided	Care Home Service
	Adults Without Nursing
Registered Provider	Coed Du Hall Ltd
Registered places	2
Language of the service	English
Previous Care Inspectorate Wales inspection	17 October 2018
Does this service provide the Welsh Language active offer?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

#### **Summary**

People are very happy with the care they receive and have positive relationships with the care staff who support them. Care documentation is detailed, reflective of the person, and reviewed regularly to ensure it is kept up to date. Care staff have a good understanding of the needs of the people they care for. People have their own personal routines and do the things that matter to them. Medication processes within the service are safe and robust. The Responsible Individual (RI) and person with delegated duties has good oversight of the service and quality assurance monitoring takes place. The manager is organised and responsive. There are policies and procedures in place for the running of the service in line with legal requirements. Care staff are recruited safely and receive training and supervision. Care staff like working at the service and speak positively about the management. People live in a suitable environment which is warm, clean, and safe. People have their own bedrooms which are personal and contain personal belongings.

#### Well-being

People are treated with dignity and respect. Care documentation is person centred and focuses on individual needs and how they are best met. Peoples voice is evident throughout documentation with likes and dislikes clearly outlined and people are part of care planning where possible. Care staff have good relationships with the people they care for and strive to promote people's independence and encourage people to make their own choices. Care staff treat people as individuals and have good knowledge of people's needs. People choose how they spend their time and have access to personal space and privacy in their own bedrooms. Staffing levels at the service are good and ensure that people's needs are met without delay. People are given detailed information about the service which includes information on how they can complain if they are unhappy with the service they receive. People have access to independent advocacy and the service works closely with professionals and representatives. The RI engages with people during visits to the service and people's views are sought as part of quality assurances processes.

People are protected from abuse and harm. Edgeworth has a safeguarding policy in place and all staff attend training in the safeguarding of adults at risk of abuse as well as other courses relevant to their roles. The manager understands legal requirements in regard to caring for vulnerable people and makes referrals to external bodies such as the Local Authority safeguarding team when required. Safety checks of the building are completed as legally required. There is a fire risk assessment in place and environmental risks have been reduced as far as possible. Staff recruitment is safe with pre-employment checks completed prior to employment commencing. There is a system in place to ensure Disclosure and Baring Service (DBS) certificates are renewed every three years. Staff feel supported and valued working and have supervision regularly. Medication is stored correctly, administered in line with prescription instructions and audited daily for any discrepancies. Staff receive training in administering medication safely.

#### **Care and Support**

People get the right care at the right time. Care staff understand the needs of the people they care for and do so with patience and kindness. We observed care staff engaging well with people they care for and witnessed much laughter and banter throughout the service. People we spoke with told us they like living at Edgeworth and one person said, "I love it here, the staff are lovely". Care documentation is thorough, robust, and clearly details people's needs and how they should be met. Where required, there are risk assessments and additional information in place to further guide staff. We saw evidence of referrals being made to external professionals. Personal plans are reviewed regularly to ensure they are kept up to date and accurate. Medication is stored safely and administered correctly.

People are supported to have choice and control as far as practically possible. People have complete autonomy over their lives and are supported with their own personal routines, choosing how they spend their time and do the things that matter to them. People told us they access the community regularly as they choose, and adequate staffing levels ensure that people are supported. Care documentation contains peoples likes, dislikes and preferences to how they wish their care to be delivered. People are at the centre of care planning and included where possible in assessments and reviews of their care, however, documentation needs to clearly show this. People have access to and are supported by independent advocacy. People are positive about how they plan their own menus, go shopping with staff and make their own food, one person told us "Staff taught me how to bake a cake".

People are protected from abuse and neglect as care staff know what to look out for and how to raise concerns if they suspect someone's well-being is compromised. Staff have access to policies and procedures that are aligned with national guidance. One member of staff told us; "Any concerns are immediately addressed". Staff receive training appropriate to their role. People told us they felt safe, and one person told us they "Feel happy to raise concerns but honestly no problems at all." People and staff have the information they need to raise concerns.

#### **Environment**

People live in a suitable environment. There is one shared bathroom with shower and toilet facilities in the home which are in good working order and well maintained. The garden is spacious, accessible and contains furniture for people to enjoy spending time outdoors as they wish. People have large bedrooms and we saw that they are personal, warm, and clean and offer people an opportunity for privacy and their own personal space. People we spoke with told us that they are happy with their bedrooms and have been supported to make their rooms suitable to their own taste.

People can be assured they live in a safe environment. On arrival, we found the main entrance secure, and we were asked for identification and to sign the visitor book before we were permitted entry. The service is clutter free, harmful chemicals are locked away safely and hazards have been reduced as far as practically possible. The building is well maintained and safety checks including gas and electricity safety testing takes place in required timescales. The food hygiene is excellent and there is a score on the door of 5 which is the highest possible.

### **Leadership and Management**

People benefit from the leadership and management in place. Edgeworth benefits from an RI and an additional director who both have good oversight of the service and visit regularly. The newly appointed manager interacts positively with care staff and people living at Edgeworth and have built up good relationships: staff told us "He is very approachable", "a good manager", people spoke fondly of the manager. The service has policies and procedures in place for the smooth running of the service which are reviewed regularly to ensure they reflect current legislation. There have been no complaints received at the service since the last inspection. The RI completes visits in line with regulatory requirements and produces good reports to support the visits. Quality assurance monitoring takes place regularly to ensure that people are happy with the service and always receive a quality service. Deprivation of Liberty Safeguards (DoLS) referrals are made appropriately to keep people safe where they lack capacity. This is important as it ensures any restrictions in place are in line with current guidelines.

People are cared for by staff who are well trained and fully supported. We examined the staff training matrix and saw that all staff attend training relevant to the roles they undertake. One staff member told us "We are always doing training and it is good". All staff receive a formal supervision in line with regulatory requirements. This is important as supervision is an opportunity to discuss any practice issues or needs in a setting that is recorded. Staff we spoke with told us they are happy working at the service and have been there for a long time. We examined a selection of staff personnel records and found they all contain the required information. We saw evidence that pre-employment checks including references and DBS certificates are completed prior to employment commencing. These checks are important as they determine a person's suitability to work with vulnerable people. All care staff are registered with Social Care Wales, the workforce regulator.

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** 09/01/2023