



Inspection Report on

Windsor Street

Aberdare

Date Inspection Completed

20/07/2023

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About Windsor Street

| | |
|--|---|
| Type of care provided | Care Home Service Adults Without Nursing |
| Registered Provider | Planned Residential Support Services Limited |
| Registered places | 4 |
| Language of the service | English |
| Previous Care Inspectorate Wales inspection | 12th July 2022 |
| Does this service provide the Welsh Language active offer? | This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture. |

Summary

People living at Windsor Street receive a good level of care and support delivered by an experienced team of care workers. Personal plans set out people's care and support needs and highlight any risks. Personal plans are frequently reviewed to ensure people are receiving the right level of care and support. Care workers speak positively about working at the service saying they feel supported and valued. Care workers are recruited safely and have regular supervision to discuss any professional issues or development needs. Care workers receive training, however, not all care workers are up to date with their training requirements. Quality assurance monitoring is regularly undertaken; however, improvements are required to ensure people and staff can voice their opinions to inform improvements. There are policies and procedures in place underpinning safe practice. The environment is clean, comfortable, and personalised to people's preference and is maintained to a satisfactory standard.

Well-being

People's health and emotional well-being is promoted. People are encouraged to follow a healthy diet and participate in physical activities. There are systems in place ensuring medication is administered and stored safely. There is a consistent team of care workers who know the people they support well. They can recognise the signs of any physical or mental health issues and refer to the appropriate professional for advice and support.

People are treated with dignity and respect. Care documentation is person centred and accurately describes the level of support people require. Care documentation is regularly reviewed and updated should people's needs change. People we spoke with are happy with the service they receive and are complimentary of the care team. During our inspection we saw care workers interacting with people showing warmth and consideration.

There are measures helping to protect people from harm and abuse. There is a safeguarding policy which is aligned with current legislation. There is a safe recruitment process ensuring care workers possess all the necessary attributes needed to be employed in the care sector. Care workers we spoke with know the process for raising concerns about safeguarding issues. Safeguarding training is provided; however, some staff require refresher training in this area.

The environment supports people's wellbeing. On the day of our inspection, we observed people who appeared comfortable and relaxed, suggesting they are happy with the environment. An ongoing programme of maintenance and repair ensures environmental safety. People are able to exercise choice in relation to the environment, personalising their space according to their preferences.

Care and Support

People receive care and support from an established team of care workers. Over the past year there has been no staff turnover. This means the service can provide good continuity of care. We observed positive interactions between care workers and people during our inspection. It was clear care workers know the people they support well and are familiar with their daily routines, likes and dislikes. People we spoke with are pleased with the service they receive, and overall people's relatives provided positive feedback.

People's personal plans provide care workers with comprehensive information relating to their care and support needs. We examined a number of personal plans and found they are person centred. This means they are tailored to each person's specific needs. Personal plans also contain detailed risk assessments and management plans designed to keep people safe. Specialist plans such as communication passports and positive behaviour support plans are in place for those who require an expert approach to meet their needs.

The service ensures people's best interests are promoted. People who lack mental capacity regarding their care and support have the required authorisations in place to ensure their rights are protected. We saw up to date Deprivation of Liberty Safeguard (DoLS) authorisations are in place and reviewed when necessary.

Medication management systems are robust, and people have good access to health care professionals when needed. Medication is stored securely in suitable locked cabinets and can only be accessed by authorised personnel. There is a medication policy which is kept under review and promotes best practice. Medication administration recording (MAR) charts we viewed are completed accurately, suggesting people receive their medication in line with the prescriber's recommendations. People have hospital information records which are used to give hospital staff detailed information about the person should they require it. All medical correspondence is kept on file and people are supported to attend medical appointments.

Environment

Windsor Street accommodates up to four people, in four separate self-contained flats. The service is situated in the town of Aberdare and provides good access to community facilities such as shop's, parks, and leisure facilities. We looked in each flat and found they are personalised to people's preferences and appropriate to each individual's care and support needs. People's flats are suitably furnished and decorated and are kept clean and tidy. Each flat has its own garden area which can be used for relaxing or participating in activities.

Fire drills and alarm tests are regularly undertaken to help protect people. Cleaning schedules are in place to ensure people's flats are clean, tidy, and well organised. We saw window restrictors are fitted on upper floors and harmful chemicals are stored securely. Each flat has its own laundry facilities which are suited to people's needs. There is an ongoing programme of maintenance in place promoting environmental safety. We saw safety certification is present for gas and electrical installations as well as fire safety features.

Leadership and Management

Care workers feel supported and valued and say they are happy working at the service. Care workers told us they have supervision every three months and an annual appraisal. This gives them the opportunity to discuss things like workload and development opportunities with the manager. Records relating to supervision and appraisal reflect what care workers told us, showing they receive the required level of formal support. Care workers we spoke with provided positive feedback regarding managerial support. One said, *“The manager is really helpful and approachable”*. Another care worker told us, *“The manager is good, I generally feel supported”*.

There are systems in place to monitor, review and improve the quality of care and support provided. Regular staff meetings are held where people’s support needs and other operational matters are discussed. Every six months the service conducts a quality-of-care review where its strengths and areas for further development are considered. The RI regularly visits the service and appears to have good oversight. However, improvements are required to ensure the RI visits the home on a three-monthly basis and speaks to people and staff to gather their views regarding the service. This is an area for improvement which we will review at our next inspection.

A safe recruitment process ensures care workers are suitable to work with vulnerable people. We looked at several personnel files and found the service conducts all the necessary pre-employment checks. These include employment history checks, references from previous employers and Disclosure and Barring Service (DBS) checks. On commencement of employment care workers complete a structured induction and are required to register with Social Care Wales, the workforce regulator. This is done to ensure care workers are suitably qualified to work in the care sector. Care workers have access to a programme of training and development. We looked at records relating to training and development and found some care workers required refresher training in key areas such as medication training, safeguarding training, and positive behaviour management. This is an area for improvement, which we will review at our next inspection.

We examined some of the services written material, including the statement of purpose, service user guide and a selection of policies and procedures. The statement of purpose and service user guide are reflective of the services provided and contain useful information such as the complaints process. Policies and procedures are on the whole comprehensive and promote safe practice.

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 |
|------------|---------|--------|
|------------|---------|--------|

| | | |
|----|---|----------|
| 36 | The provider is not compliant with regulation 36(2)(d). This is because not all staff are up to date with their core training requirements. | New |
| 73 | The provider is not compliant with regulation 73(1)&(3). This is because the RI has not visited the service every three months as required. and there is no documented evidence the RI has spoken with people and staff to inform improvements. | New |
| 35 | The provider has not ensured that appropriate records are in place to demonstrate fitness of staff. They need to ensure that robust processes are in place including records, to evidence this | Achieved |

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