



Inspection Report on

Cadoc House Service

**36 Connaught Road
Cardiff
CF24 3PU**

Date Inspection Completed

07/12/2023

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About Cadoc House Service

| | |
|---|---|
| Type of care provided | Care Home Service Adults Without Nursing |
| Registered Provider | React Support Services Ltd |
| Registered places | 7 |
| Language of the service | English |
| Previous Care Inspectorate Wales inspection | |
| Does this service promote Welsh language and culture? | 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

The service supports people to identify goals and outcomes. People told us about the personal goals they have achieved since using the service. Plans clearly detail how the person wants their support and notes important aspects regarding their general and mental health. This service uses the least restrictive practices to aid in people's personal development, to uphold their rights and to empower people. This is a unique set-up outside of the traditional parameters of a care home service. People live in a home that offers flexibility with their accommodation whilst enabling independence and maintaining their safety. People told us how they have developed a sense of belonging at the service. There is excellent oversight by the manager, the responsible individual (RI) and the clinical team to monitor peoples' outcomes ensuring appropriate measures are adopted. The service focuses on positive risk taking, enabling people to engage in activities that are important to them both within and outside of the home. We received extremely positive feedback, admiration and praise towards the manager. The RI immerses themselves within the service to gain genuine feedback from people and staff to improve the quality of care and enhance the lives of people.

Well-being

People are at the heart of this service. People regularly have the opportunity to be involved in their care reviews and to provide feedback regarding the service. We found people's feedback is genuinely listened to and action taken wherever possible to make improvements to the service. People's rights are embedded and upheld. People are given the freedom and responsibility to make their own choices and risk assess. We found evidence to show positive risk taking and the least restrictive measures are implemented wherever possible.

The service takes time to appropriately assess people prior to admission to ensure they can meet their needs. This service creates and regularly reviews care documentation so care staff can understand how to appropriately support the person. People's emotional well-being is central and documents include key indicators regarding the person health needs and how they need their support. People praised the service for their level of support and commitment and how they have been supported to achieve personal outcomes and do things they may have not been able to do for some time. People do the things that make them happy and that they enjoy. The service is adaptable in meeting peoples' individual needs and wants.

People are protected from abuse and neglect. People told us they feel safe and trust in the managers. We found that managers have excellent oversight of the service. Care staff receive comprehensive levels of support and are appropriately recruited. Care staff have a good understanding on how to raise a concern and have the opportunity to discuss any issues.

People are very much involved in their community. We saw people regularly come and go as they choose. Some activities are also held in the community. Some people have volunteer jobs. People are encouraged to maintain healthy relationships with friends, family, care staff and professionals involved in their care.

The service is designed with people's independence in mind. People have different accommodation options dependent on their level of support and need. People told us they love their home and have the things that are important to them. People have a sense of belonging at this service. Evidence shows people have progressed whilst using this service and have achieved personal goals. People are consistently encouraged and supported to be as independent as they can be, and this environment enables that.

Care and Support

The service appropriately assesses people before providing care and support. The service take time to complete detailed records to ensure they can meet the person's needs from a clinical and social perspective. The manager ensures people coming into the service will be compatible with others already living there. Personal plans are extremely detailed, regularly reviewed and consistently person centred. Plans provide clear information on what outcomes the person wants to achieve, such as using public transport, leaving their home independently or getting their own accommodation. Plans identify key professionals involved in the persons care and identify positive risk taking. There is a real commitment to understanding the individual and their wants, to support them emotionally and through times of distress.

The service identifies important information in the personal plan. This ensures staff know what signs to look out for when someone may be in crisis and how care staff need to support the person. The least restrictive route is implemented to ensure people's rights are being upheld and to aid in the persons rehabilitation. The majority of people using the service have gone long periods without experiencing a deterioration in their mental health. One person told us that their positive progress is always shared with other professionals and the service is very good at working collaboratively. One professional praised the service for their thoughtfulness, dedication and compassion. People told us they have achieved many goals since using the service.

Extremely personalised weekly planners are in place, people have choice as to whether they want to identify activities within the plan such as appointments and/or social activities. We saw some people enjoy going out for walks, for food or to meet friends. Some people have volunteering roles. Several events are facilitated throughout the year, the majority of these have been suggested by people using the service. Such as St Davids fun day, St Fagans trip, Mindful minute, Pizza party and a Pride Party.

There are excellent medication systems in place. People have clear arrangements regarding their medication and what level of support they require. There is a medication room where medication is clearly labelled and safely stored. Regular checks are carried out to ensure there is sufficient stock of medication and to monitor for any possible errors. Care staff, the managers, clinical nurses and a pharmacist all complete audits to maintain oversight of medication and enable improvement.

Environment

The service is welcoming and homely. There are different living options available to people, such as single bedrooms and self-maintained flats. This is dependent on the persons level of need and want. This system enables and promotes the achievement of personal outcomes and ensures that people who may require more support have that option available. This means people can continue to receive care from the same staff team, management and service whilst being able to have the flexibility with their accommodation to ensure it is meeting their needs.

People are supported to maintain and develop skills such as making their own meals. People contribute to a weekly 'come dine with me' event where they can plan, shop and prepare meals for themselves and others. People are also supported to clean their own home, do their own washing and go into the community. There is a communal lounge available, most people told us they love their home and are very grateful to have a space they can call their own. People can have pets where deemed appropriate and safe. We found the home to be extremely clean with good infection control measures in place. One person described their environment as "*Amazing.*"

Important notice boards are available throughout the service. These include the process of making a complaint and important contacts such as safeguarding and advocacy. Robust oversight systems are in place to maintain the safety of the environment. Visitors' identity is checked prior to entry. The service completes weekly environmental checks. Records tell us fire alarms, equipment and servicing is complete. The service carries out regular fire drills with care staff. When someone moves into the service a fire drill is carried out at the earliest opportunity to ensure the person can respond to the fire evacuation procedures and identify how they need to be supported. There is a maintenance team in place, people and care staff have access to a maintenance log where they can raise areas that need to be addressed.

Many people at the service enjoy being creative. We saw artwork displayed in the home and a large garden room has been developed to enable people to enjoy a quiet space to focus on their craft. This is following feedback from people using the service. People told us they were very excited for this to be fully completed and furnished. There is a large garden with a shelter and some vegetable and flower beds. One person told us how they enjoy gardening and look forward to using this space in spring. A 'Wall of Wales' is displayed in the home where people can celebrate their Welsh culture. This includes the Welsh national anthem and useful Welsh phrases. This enhances a sense of belonging for people.

There are also very good staff facilities available, including a lounge, bathroom and kitchen area. A separate office has been created to enable space for staff and managers to appropriately manage, complete and secure documents and information. This is following feedback received from staff. Many care staff cycle to work so the service are also creating a bike shed.

Leadership and Management

An inspirational manager is in place who has progressed within the company. The manager is extremely knowledgeable, competent, passionate and dedicated. A staff member said "*Best manager I've ever had.*" People told us they trust in the manager. The manager builds extremely positive professional relationships with people, care staff and professionals. People told us "*Everyone knows she cares*" and "*she's never too busy to talk to me.*"

People have lots of opportunity to feedback to the service. The service sends people surveys to capture their views and opinions. Surveys are available in accessible formats to include everyone. We saw regular meetings which people have the option of chairing themselves. The RI visits the service regularly to gain direct feedback. The RI holds independent forums outside of the service to ensure a neutral ground so people can feedback to the RI without any staff or managers present. We saw the RI involved in lots of activities, such as leading a walk around Roath Park. We found feedback is listened to and changes and improvements have been made to the service following feedback. Such as, people are involved in the interview process for new staff. There is consistent evidence to show this service empowers individuals to build their self-esteem. People fed-back regarding the service and described it as "*the best*", and "*genuinely best one and best staff team*".

People said "*the staff are really, really good here*" and "*staff actually care*". People told us they have built positive relationships with staff which has aided in their rehabilitation and development. Care staff receive excellent levels of training and support. Staff told us that if they need anything they just ask and "*resources are unlimited*". Specialist training is provided to ensure care staff know how to support and meet peoples specific and complex needs. Care staff have a good understanding of safeguarding and know how to report a concern internally and externally. Care staff are encouraged to learn the Welsh language through attending Welsh courses and develop their skills through online games, where their commitment is rewarded by the service through prizes.

The service completes regular staff meetings and supervisions. Recruitment checks are thorough and regularly reviewed to ensure people are and continue to be safe to work with vulnerable people. Every staff member is registered with Social Care Wales. Care staff fed-back that "*It's very well run*" and it's a "*good company to work for*".

The Quality of care review shows feedback from professionals, people and staff. In addition, this document identifies what the service does well and ways that the service can improve. Reflective practice is embedded within the service. This includes the person, their representative, care staff and clinical teams. One person said it's "*genuinely the best service*".

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 |
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