



Inspection Report on

Kensington Place

**8 Kensington Place
Newport
NP19 8GL**

Date Inspection Completed

13/12/2022

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About Kensington Place

Type of care provided	Domiciliary Support Service
Registered Provider	Elysium Cymru Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	First inspection under The Regulation and Inspection of Social Care (Wales) Act 2016.
Does this service provide the Welsh Language active offer?	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 support from established staff teams to do the things they like and to remain as healthy as possible. They benefit from a well-managed service. Care workers and managers are friendly, enthusiastic and strive to make a difference to people. People receive support and encouragement to lead active lives and make daily choices. Staff treat people with dignity and kindness. Each person receives a service tailored to their own individual needs, likes and dislikes.

Staff feel supported by their colleagues and by their line manager. They demonstrate a thorough knowledge of the people they support. They attend training relevant to their roles and the support they provide to people.

There are established systems in place to enable managers and care staff to plan and deliver care and support safely. A manager registered with Social Care Wales and the responsible individual (RI) are involved in the day-to-day running of the service. The service maintains good lines of communication with professionals, people, and relatives.

Well-being

People who use the service have choices about doing the things they like. People spoke to us about what matters to them, how they keep occupied and about the support they receive from care staff and managers. Care staff cater for their preferences and because they know them well, can anticipate their needs. People engage in a range of activities within their homes and in their local area. They are involved in all decisions which affect them and the support they receive. People who live together and who receive support from the agency meet on a regular basis to discuss any issues they may have and to plan for the things they would like to do and for the support they'll need from care staff. The service provider consults with them, their relatives and with staff.

People are supported to remain as healthy as possible. Care workers support them to remain physically and mentally as well as possible. This includes supporting them to maintain a healthy diet when this has been recommended by health professionals and supporting them with their medication. Care workers monitor people's health and referrals and appointments with health professionals are arranged when necessary. They also support them with routine appointments. They are supported to have choices, to remain active and to maintain meaningful relationships. We observed care staff take time to talk with people when they were looking for reassurance. We also noted people spoke with us about the activities they are planning. Having good relationships with those around them and having things to look forward to promotes their emotional well-being.

Measures are in place to protect people from abuse and neglect. Care staff are trained in safeguarding and have policies and procedures to guide them. There are risk management plans in place, and these are kept up to date to keep people as safe and as independent as possible. They are supported by well-established teams who know which signs indicate when they may be in a vulnerable position. This enables care staff to provide the support they need during these times straight away. People also benefit from a service which is well lead by an experienced management team.

Care and Support

People receive the support they require when they need it. We observed a care worker and a manager supporting three people and noted a natural familiarity between them. We saw staff are encouraging and reassuring, and demonstrate a clear understanding of people's needs. People spoke with us about support they get from care staff, the managers and the health care professionals they visit on a regular basis. We reviewed the feedback from relatives of three people who use the service. They all rated the care and support their family member receives as excellent. One relative wrote "*all members of staff are friendly and approachable. X and Y always go above and beyond*". An external professional told us the care and support provided by this service to help people to achieve what they want is excellent.

There is documentation in place for each person. It reflects information gathered from people and significant others including health professionals. Personal plans are individualised. We saw records include what is important to and for people, what they want to achieve, their worries now and in the future, what a good day and what a bad day for them looks like. There are also plans which list the best ways to communicate with each person, and plans which show the best ways to enable them to make decisions and to stay in control. On a day-to-day basis care workers complete daily records which show what people have done, what has gone well and any issues. Staff regularly find out from people what is working well and what needs to be changed. They review their care documentation accordingly; this ensures all information remains up to date.

The provider has mechanisms in place to safeguard the people they support. Care workers are trained and are aware of the procedures to follow if they are concerned about someone they support. When people wish to pursue activities which may present risks, these are reviewed, and risk management plans are drawn. These help to keep people as safe and as independent as possible.

Leadership and Management

People benefit from a highly effective leadership and management team. A manager registered with Social Care Wales and the RI are involved in day-to-day running of the service. The feedback people gave us shows they have very good relationships with the staff teams, external professionals, people who receive a service from the agency and their relatives. The service has policies and procedures which are clear and fit for purpose. We saw the manager and the RI carry out regular audits and review the information collated. The RI seeks feedback from the people they support, relatives and from staff at the required frequency. We discussed with the RI how they record their quality assurance activities. They advised us they are going to review the arrangements and bring all their findings into one document. People who use the service have access to a handbook which gives them information about the service provider and how the service is run.

There are arrangements in place to recruit, train and support staff. We examined recruitment records. These show the service provider carries out the necessary checks before a person can start working at the home. Supervision and training records evidence processes are in place for supporting and developing staff. Staff told us they feel very supported by managers. Their feedback included management being accessible and supportive. One person told us management are *“actually caring and they listen to staff’s requests”*. They also said they are supported by colleagues. One person told us *“everyone helps one another and someone is always on hand to help or listen if needed”*. Another person told us *“if I ever have an issue or problem I can talk to any member of staff who will help me or direct me in the right way”*. We noted all managers and care workers we spoke to showed interest, enthusiasm and commitment towards their roles.

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
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N/A	No non-compliance of this type was identified at this inspection	N/A
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Date Published 01/03/2023