



Inspection Report on

Kenfield House

**8 Swansea Road
Wunarlwydd
Swansea
SA5 4TQ**

Date Inspection Completed

5 November 2021

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About Kenfield House

Type of care provided	Domiciliary Support Service
Registered Provider	Kenfield Swansea Ltd
Language of the service	English
Previous Care Inspectorate Wales inspection	This was the first inspection of the service since it registered in 2019 under the Regulation and Inspection of Social Care (Wales) Act 2016.
Does this service provide the Welsh Language active offer?	This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people who use, or intend to use, their service.

Summary

Kenfield Swansea Ltd provides a domiciliary support service for up to six males who live within a supported living setting called Kenfield House. The service operates from an office located within the building. People have a private room and share the communal space. The service does not provide personal, hands-on care and would seek the services of another care provider if people needed this provision. The service prompts people with personal care and supports them with their mental health and well-being and activities of daily living.

People living in Kenfield House are pleased with the quality of care and support they receive. There is a committed team of staff who are passionate about providing people with fulfilling experiences. People are encouraged to be independent and to live a healthy lifestyle. The service seeks advice and support from health services to ensure people receive the best possible care.

Care workers are appropriately recruited and well supported in their roles. However, managers need to take action to ensure staff are up-to-date with their essential training. The service would also benefit from improving its care planning and administrative processes. People using the service have confidence in the management team. There are effective systems in place for monitoring service standards and making improvements.

Well-being

The service promotes people's physical, emotional and mental well-being. Care workers know what really matters to people and they support them to do as much for themselves as possible. Healthy habits are encouraged and assistance is given, as needed, to help people achieve their particular goals. The service makes sure people have access to the medical and specialist services they need to keep healthy. People receive appropriate support with their medication. Personal plans identify people's individual needs and wishes, although the quality of these varies. The service needs to make sure review dates are recorded clearly. The service has implemented measures to help protect people from COVID-19 and other infection risks.

The service supports people to have as much choice and control as possible. Care workers have helped people understand COVID-19 restrictions and how these might affect their day-to-day activity. People are supported to keep in touch with their relatives and to do things they enjoy, such as playing games, watching old television shows and going out for trips in the car. Staff respect people's decisions and make every effort to deal with any concerns they may have. Information about the service, including how to report a complaint, is available, but needs to be reviewed and updated to ensure it's accurate.

People are supported to keep their living environment clean and tidy. Staffing rotas and individual planners are in place to support with this. The responsible individual (RI) assesses the premises during visits and makes sure works are carried out as needed. Staff carry out regular health and safety checks of the building.

The service helps protect people from harm. Managers make sure people receive specialist input where there are changes or concerns about their well-being. Staff are safely recruited. Improvements are needed with regards to staff training to make sure care workers provide appropriate, safe care. The safeguarding policy needs updating to reflect current legislation and procedures. Standards at the service are closely monitored and improvements made by the manager or RI.

Care and Support

The service helps people lead a healthy, independent lifestyle. People told us they are supported to do things for themselves, such as budgeting, shopping, laundry and cleaning their rooms. We saw that household and personal tasks are incorporated into individual timetables for people to follow. Strategies are in place for managing risks relating to these activities, which are discussed with each person and the relevant professionals involved in their care. Records confirm that care workers provide the level of support people need. For example, they encourage people to maintain a suitable, balanced diet and refrain from any unhealthy habits. One person told us they particularly like doing jobs around Kenfield House and records show they are supported with this.

The service accesses support from medical and specialist services to promote people's health and well-being. We saw that advice given by healthcare professionals is documented within people's care records. Records show that professionals, such as psychiatrists, community psychiatric nurses and chiropractors, are actively involved in people's care. Care workers support people to attend medical appointments, including their flu and COVID-19 vaccines. Information about people's particular health conditions is available within their care records. Personal plans identify people's particular care and support needs, although the service needs to make sure updates and routine reviews are clearly recorded. The quality of information relating to people's personal routines, preferences and support strategies varies and could also be improved.

The service stores people's medicines securely and monitors storage temperatures daily to make sure they are appropriate. The deputy manager carries out monthly medication audits and random spot checks so that any issues can be identified and dealt with quickly. Records show that people receive the right medication at the right time.

The service has adapted well in response to the COVID-19 pandemic and makes every effort to keep people occupied. People told us they are supported to keep in contact with relatives either in person or over the phone. Care workers support people to attend day centre services, if available, and to go on outings to Mumbles or the City Centre. People are happy and comfortable with both the care workers supporting them and those they live with. We saw people spending time with one another in a communal lounge, where they enjoyed watching and responding to television gameshows. People were also looking forward to having hotdogs and sparklers whilst watching fireworks from a nearby display. The service received a donation of puzzles and word books, which we were told people like doing at their leisure. Records show that people have also enjoyed playing cards and helping tidy their communal garden. Kenfield House has a pet budgie for all to help care for.

Leadership and Management

There are systems in place to ensure the service runs smoothly. People using the service told us managers are approachable and willing to resolve any issues they may have. There is good communication among the team and care workers are kept informed about people's well-being through daily handovers and individual care recordings. Accidents and incidents are recorded and acted upon appropriately. We saw that relatives and professionals have thanked staff for making positive changes to people's lives. The service has not received any recent complaints. Due to exceptional circumstances, the service's latest six-monthly quality of care review is overdue. We received assurances that this would be carried out as soon as possible. The report from the previous review showed that people are satisfied with the quality of service they receive. The report did not identify learning points from any incidents or areas planned for improvement. The RI agreed to include these in future reviews. Records confirm that the RI visits the service every three months, or more often if needed, to monitor standards. We found that action had been taken following these visits to improve people's experiences.

The service needs to update its key documents to make sure the information they contain is accurate. We found incorrect contact details for CIW and other agencies within the service's complaints policy and service user guide. Information regarding access to advocacy services also needs to be included in the written guide. The service has a statement of purpose that outlines its aims and accurately reflects the type of support being provided. Some details need adding or amending, such as the induction and registration requirements for staff and contact details for the Public Services Ombudsman for Wales. The service has a staff handbook, last updated in March 2021, that clearly sets out what is expected of staff.

People using the service receive good continuity of care from a stable team of experienced care workers. It is clear that care workers know people's individual needs and preferences well, and how best to support them. People told us they feel able to talk to any of the staff and enjoy sharing light hearted conversations and jokes with them. We found staffing levels to be consistent with those planned. Care workers told us they feel staffing levels are appropriate for meeting the care and support needs of the people they support. Care workers spoke with pride about the difference they have made to people's lives due to the supportive relationships they have built.

The service carries out the necessary checks to make sure care workers are suitable for their role. We found that staff's Disclosure and Barring Service (DBS) checks have been renewed within the last three years. Records show that care workers receive regular supervision and annual appraisals to support their personal and professional development. Although care workers are clear about their responsibilities for reporting concerns about people's welfare, records show they have not completed safeguarding training for a number of years. We also noted that the service's safeguarding policy needs updating to reflect Wales Safeguarding Procedures. Training records show that staff are not up-to-date with

other mandatory training, as identified within the service's statement of purpose. This includes training in relation to health and safety and food hygiene. People confirmed that care workers regularly prepare and cook their meals. While no immediate action is required, this is an area for improvement and we expect the provider to take action. This will be followed up at the next inspection.

Environment

The quality of the environment is not a theme that is applicable to domiciliary support services as people are cared for in their own homes. However, we made the following observations:

The service promotes a good standard of hygiene and infection control. Visitors to Kenfield House are required to confirm a negative lateral flow test result before being allowed in. Hand sanitiser is available within the office and signs provide a reminder of social distancing guidelines. We saw staff wearing personal protective equipment (PPE) appropriately and records show that staff have completed training in relation to COVID-19. Care workers told us they receive verbal and written updates as guidelines change. The service follows guidelines with regards to the routine testing of staff. Care workers told us they understand the measures in place to reduce COVID-19 risks and have access to the PPE they need. The service has basic infection control and PPE policies that would benefit from more detail, such as the arrangements for the safe disposal of PPE. We saw that daily and nightly cleaning rotas are in place for both communal and private rooms.

People have tenancy agreements with the provider, who makes sure environmental repairs are carried out. Records show that people have been supported to change or refurbish their rooms, as requested. Staff carry out monthly health and safety checks and weekly fire alarm checks within Kenfield House.

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	Staff are not up-to-date with their mandatory training, as set out in the statement of purpose.	New

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