



# Inspection Report on

**Kenfield House**

## **Date Inspection Completed**

22/05/2023

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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	05 November 2021
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

Kenfield Swansea Ltd provides a domiciliary support service for up to six males who live in Kenfield House. People have tenancy agreements with the provider for their individual rooms, but they share the communal space. This is regularly used for socialising, giving Kenfield House a homely atmosphere where people experience a sense of belonging. An administrative office is located within the building and a staff member is always available. The service supports people's mental health and well-being and prompts them with their activities of daily living. Should people require physical assistance with personal care, these needs would be met by another care provider.

People are happy with the service they receive. They are encouraged to do as much for themselves as possible. People spend time in the community independently, or with support. There are suitable systems in place for managing people's medicines and finances. The small staff team is passionate about helping people achieve the goals outlined within their personal plans. Staff receive appropriate training and support to assist them in their roles. Managers lead effectively, promoting a good quality service that makes a positive difference to people's lives. The Responsible Individual (RI) monitors service standards and drives improvement.

## Well-being

People receive a service that enhances their well-being. Care workers encourage people to develop their independence and integrate into the community. People have positive relationships with staff, who have a good understanding of their needs and preferences. People spend time with others in communal areas. They maintain important relationships by keeping in touch with family and friends. The RI ensures people benefit from environmental upgrades.

The service promotes people's health and safety. Suitable staffing arrangements ensure people receive the support they need when they need it. People consistently receive their prescribed medication. Care workers encourage people to eat healthily and attend their routine health appointments. People are protected by a safe workforce as the required recruitment checks are carried out before staff are employed. Staff complete training in relation to protecting adults at risk and are confident reporting concerns. People's finances are managed appropriately.

People have control over their day to day lives. They make decisions for themselves, which staff respect. Personal plans identify what people want to achieve from their support. People contribute to the development and review of their personal plans, as desired. People's views about the service are valued. The management team uses feedback to make positive changes.

## Care and Support

People are happy at Kenfield House. Their individual goals are identified within personal plans and care workers encourage them to lead an independent lifestyle. People are supported to manage their own finances, shop for themselves and carry out household tasks. People told us they help launder their clothes and keep their private and communal rooms clean and tidy. Records confirm that care workers prompt people to complete these tasks regularly. People told us they like spending time in the garden. We saw that hanging baskets and planters have been purchased to enable people to grow some flowers. People told us they enjoy trips to the day centre and outings with family members. We saw people socialising and watching television together in the communal lounge. People have developed mutually respectful relationships with care workers and enjoy their company.

People are involved in developing their personal plans, which identify their mental and physical health needs. Care workers know what people want from the service. They are required to read and sign care records to confirm their understanding of people's needs and wishes. Daily recordings show that care workers support people to achieve their goals. People are encouraged to take part in routine reviews of their personal plans to ensure they remain accurate.

The service manages medicines safely. Records show that people consistently receive their prescribed medication. Additional staff are allocated to support people to attend their health appointments and reviews. Managers are in regular contact with health and social care professionals to ensure people continue to receive the best possible support. The service consults people about their meal arrangements. People recently started having hot meals delivered in the evening, which they told us they enjoy. Where appropriate, care workers support people to develop an individualised menu plan that will help them maintain a suitable diet. People like to eat out or dine together, as desired.

The service manages people's finances in line with its policy. We saw that managers keep clear records of financial transactions. All staff have completed training in relation to safeguarding adults at risk, and refresher training is planned. The manager will review and update the safeguarding policy following upcoming training. Care workers feel the service has an open, honest culture, which allows them to discuss any concerns. The manager is clear about the process for reporting concerns about people's welfare.

## Leadership and Management

The manager leads the service effectively with the support of the RI and a deputy manager. People appeared comfortable approaching the manager for information and support. The RI consults people about their experiences during three-monthly formal visits and six-monthly quality of care reviews. These processes enable service improvements to be identified and progressed. The provider has recently invested in the service, installing a new boiler and new carpets to the hall, stairs and landing. Individual bedrooms are also being redecorated. Staff feel part of a good team where everybody cares for one another. The service has a clear policy for dealing with complaints.

The service is being provided in line with its statement of purpose; a fundamental document that describes the service's aims and objectives and how these will be achieved. The manager told us this document is shared with all new care workers to ensure they understand what the service sets out to provide. People are also given a written guide that explains what they can expect from the service. Confidential information is stored securely within the administrative office, which has recently been redecorated.

The service has a small team of staff who feel valued and trusted in their roles. Staff are safely recruited and vetted by the Disclosure and Barring Service (DBS). The service ensures enough staff are available to meet people's needs. Staffing levels are adjusted if people need extra support to manage their health or day to day activity. The service supports staff to register with Social Care Wales (SCW). Staff have completed mandatory training in line with the statement of purpose. Ongoing refresher training will be provided to ensure staff's knowledge and skills are kept up to date. The manager told us all new staff will be required to complete mental health awareness training, so they have a good foundation for supporting people with mental health needs. Staff reported to feel confident in the knowledge gained from their training. The manager has a system for ensuring staff receive formal, individual supervision every three months, plus annual appraisals.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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
36	Staff are not up-to-date with their mandatory training, as set out in the statement of purpose.	Achieved



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