



Inspection Report on

Clarke - Taylor Ltd

**Phoenix House
Phoenix Street Sandycroft
Deeside
CH5 2PD**

Date Inspection Completed

25/09/2023

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About Clarke - Taylor Ltd

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	CLARKE-TAYLOR LTD
Registered places	23
Language of the service	English
Previous Care Inspectorate Wales inspection	23 January 2020
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

People are happy and supported to live their lives as they choose. Their voices are heard, and their independence is promoted. People's health needs are understood by care staff, and timely referrals are made to the appropriate professionals to seek advice and guidance when needed. The home is supported by a range of visiting health professionals to ensure people receive the care they need to remain as healthy as possible.

Care is delivered by an enthusiastic and familiar staff team, led by an effective senior manager. Care documentation accurately reflects that people are being cared for appropriately by care staff and in line with their personal plans.

The home provides a comfortable environment for people to live in which is safe, well looked after, and meets their needs. The environment is warm, clean, and decorated to a high standard and there is a room which people can use for relaxation purposes. The Responsible Individual (RI) has oversight of the service and visits regularly. There are clear systems in place to monitor the quality of care provided, and the RI's three-monthly report and the services six monthly reviews are being undertaken and are detailed.

Well-being

People are supported with their physical and social wellbeing. People, relatives, and health care professionals we spoke with are complimentary of the care staff and management of the home. We observed care staff assisting people calmly with dignity and respect. Care records give care workers the instruction required to support people accurately and are reviewed appropriately. This was confirmed by care staff we spoke with and people living at Phoenix House. Referrals to relevant health care professionals are made in a timely way. We observed care workers who have a good understanding of people's needs, refer to people in a positive way and it is clear they know the people they support well. Feedback from people living at Phoenix House, their relatives and professionals is positive about care staff and managers. We saw people being helped by care workers appropriately, not being hurried, in a kind and gentle manner.

People can exercise choice and control over their every-day lives. We saw people enjoying the company of others in various seating areas. Interactions with people by care staff are considerate and respectful of people's wishes. There is a choice regarding meals, and we saw people having alternatives if they do not like what is on the menu. We observed and people told us they could get up and go to bed when they wished. The provider seeks the views of people living at Phoenix House and the staff team.

People are protected from potential harm, abuse, or neglect. Care staff records are checked robustly. Training records show care staff have undergone appropriate training. There is a set of management audits in place which ensure any risks are minimized.

The home is clean, warm, comfortable and bedrooms reflect individuality. We viewed documentation which showed maintenance work has been identified. It is clear the provider is investing in the home.

Care and Support

People can be confident care staff have an up-to-date plan of how their care is provided. Personal plans are in place, reviewed regularly, and care workers told us documentation gives them enough instruction to undertake their role. This was confirmed by documents we viewed and people we spoke with living at Phoenix House. People's personal plans and risk assessments give a detailed history of their medical conditions and reflect outcomes in professional and health care professionals' documentation found in people's records. We viewed staff handover documentation which was detailed. Care workers we spoke with confirm personal plans and risk assessments are an accurate reflection of the person they are supporting. We spoke with people and their relatives, all felt care staff support them in a timely way, discuss their care with them or their relatives and support them in the way they wish. A relative told us *"I have good communication with the staff...and am always kept in the picture in regards my relatives care and support."* We spoke with visiting professionals, who confirm care staff follow instructions well, are aware of people's needs and have effective communication with Phoenix House staff and managers.

Care and support are provided in a way which protects and maintains the safety and well-being of individuals. We saw care workers supporting people appropriately, at the persons own pace and with dignity and respect. People we spoke with confirm care staff are kind and gentle when supporting them. We observed care staff interacting with people appropriately at their eye level and at the person's pace. A relative told us *"Staff have an appreciation of my relatives' condition."* We saw people's dietary requirements are clearly detailed in people's care documentation and this is available for staff in the kitchen and reflects information held in professional documentation. We saw information in regards areas such as food and fluid intake and people's weight are monitored by care staff. Another relative told us *"My relative eats well here, their weight is controlled due to a medical condition."* We observed mealtimes which are a pleasant experience for people, with good positive interactions between them and care staff. We saw and people told us they are offered choices of meals from menus, are able to make alternative choices to these and that the food is good. People enjoy each other's company and spend time with care workers. People told us there are a lot of activities for them to be involved in and we saw care staff undertaking activities with them throughout the day of the inspection, which they clearly enjoyed.

Environment

People live in an environment that is suitable to their needs. The home is warm, welcoming, and well decorated throughout. People can choose where they want to spend their time and during the inspection, we saw people sat in different areas of the home. We viewed a “chill out room” which had sensory lights on the ceiling and is furnished with chairs, plants, and flowers. This is an area where people can come to relax, watch the light displays and listen to calming music. The decoration throughout the home is of a high standard. We viewed a selection of bedrooms and saw they are well decorated, warm, clean and people can personalise them if they so wish. People told us they are happy living at the home. We observed daily cleaning being undertaken by the domestic staff. Communal areas are hazard free. The home shows evidence of recent investment by the owners. Phoenix House has outside space which is secure for people to enjoy.

People can be confident they live in a safe environment. The main entrance is secure, and our identification was checked before we were permitted entry. People’s care documentation is kept secure. All the relevant equipment checks are being undertaken throughout the home.

Leadership and Management

Care staff are employed in appropriate numbers to enable people to achieve their personal outcomes. Care staff said there are enough staff on duty and people are not left for prolonged periods of time, which was also confirmed by people we spoke with. We viewed paperwork which shows staffing levels are in line with the providers statement of purpose and what is expected by the managers.

The provider ensures care staff receive supervision in the time frames stipulated in the regulations. We also spoke with care workers who told us they receive enough training to undertake their role, and people we spoke with told us care staff support them appropriately. We viewed records which showed care staff receive appropriate training. We saw staff recruitment is robust and care workers are registered with the appropriate bodies in regards their fitness to work. We saw evidence a range of staff team meetings are undertaken.

Arrangements are in place for the effective oversight of the service, through ongoing quality assurance processes that review standards of care and compliance with regulations. Information, and views of people obtained are used for the continued development and improvement of the service. A six-monthly quality assurance review has been completed in line with regulations which considers the views of people using the service to ensure people are satisfied with the service they receive. We saw the RI undertakes their three-monthly reviews of the service appropriately. We saw senior managers have a comprehensive range of audits, such as falls and pressure area care, to ensure the home is run effectively. There are a range of policies, such as infection control and medication, in place to ensure the service is run safely and as intended.

People can be confident senior managers take issues seriously and work to a high standard. Care staff told us managers take issues seriously and they receive good support from managers. One member of the care team told us *"It's great working here... I get a lot out of it, it's really rewarding. I get good management support."* People living at Phoenix House told us managers are approachable. Whilst a relative told us *"The manager is terrific, they run a tight ship."*

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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