



Inspection Report on

Eden House

Swansea

Date Inspection Completed

18/01/2023

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About Eden House

| | |
|--|---|
| Type of care provided | Care Home Service Adults Without Nursing |
| Registered Provider | Abertawe Residential Care Ltd |
| Registered places | 4 |
| Language of the service | English |
| Previous Care Inspectorate Wales inspection | [Manual Insert] |
| Does this service provide the Welsh Language active offer? | 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 lead happy and fulfilling lives at Eden House. The enthusiastic and professional staff team want to make a positive difference to people's lives, where people they support are at the heart of the service. Keyworkers ensure people are invited to contribute to their care planning review process and the staff team overall treat people with respect and support them to communicate effectively: this enables each person to have choice and a voice.

Care workers feel well supported by the senior staff and receive training relevant to their roles. The staff team ensure people are fully involved in all discussions about their care. People are encouraged to make daily choices in how they live their lives and to do things that are important to them.

A professional management team continually strives to develop people's care and support wherever possible. Good communication channels are evident, with robust monitoring of the quality of care people receive.

A relaxed atmosphere throughout the home helps people and visitors feel at ease. Employees demonstrate a thorough knowledge of the people they support.

Well-being

Overall, people at Eden House have control over their day-to-day lives. Each person knows and understands what support and opportunities are available to them. Because people are actively involved, they know about any changes to their support plans. Care workers know the people they support well. Keyworkers work with people to ensure they receive the support and information they need. Personal plans contain pen pictures, with personal preferences, background and family histories, and list and identify people who are important to the person. Regular house meetings let people raise any issues they want to discuss with the management team and there are also meetings to discuss menus and activities. The home's statement of purpose accurately describes what the service provides and is readily available to people and relatives. All people using the service have a copy of the written guide: this provides details of what they may expect from the home as well as details of the complaints process should they need to use it. People have access to advocacy services where they want independent support in issues that affect them, although currently, each person is able to self-advocate in all areas of their lives.

People are relaxed, comfortable and know what opportunities are available to them: they do things that make them happy. Care workers encourage people to make choices and decisions about how they spend their time. Each person is as active as they wish to be. People personalise their surroundings in line with their interests and hobbies. Care workers have a good rapport and relationship with people and interact in positive ways, with good-humoured conversations.

As far as possible, people are safe and protected from abuse. People say they feel safe, and senior staff protect their privacy and personal information at all times. Care workers have been through the provider's rigorous recruitment process and are monitored to ensure they are meeting people's needs. All care workers receive support, guidance, and training and are able to access policies and procedures to understand their responsibility to protect vulnerable people. The home's safeguarding policy and procedure is in line with current legislation and local safeguarding procedures.

The home is working towards providing the Active Offer of the Welsh language: this means being proactive in providing a service in Welsh without people having to ask for it. Some care workers are Welsh speakers and there is bilingual signage around the property, but currently, there is no demand for Welsh speaking support. However, the RI intends for some key documents to be made available bilingually in English and Welsh in the near future.

Care and Support

There are up-to-date plans for how the staff team enable people to live their lives as they wish. Senior staff carry out initial assessments before people move into the home and consider a range of information to ensure they can meet people's needs: they take information from various sources, including previous placements and social worker reports. This is an ongoing process as people look to become more independent and move on. One-page profiles record what is important to people and personal plans clearly describe each person's support. Assessments of physical and mental health and up-to-date risk assessments help to maintain people's independence. Keyworkers and senior staff review care records every month, or more frequently, wherever support needs change so they remain up-to-date. We noted it is not possible to show that one particular care record had been reviewed - due to the way documents had been archived. After some discussion, a new way to evidence reviews was agreed and will be implemented immediately.

People do things that matter to them and make them happy. Some people have enjoyed going to Swansea FC matches, playing bowls, going swimming, joining in with karaoke and visiting charity shops. And some people are considering volunteering in local charity shops. Each person said they were happy in Eden House. One person said, "*We play cards and do all sorts of things.*" Another person said, "*It's nice here. I like it.*"

The provider has detailed policies and procedures to manage the risk of infection. There are good hygiene practices throughout the home and care workers refer to infection management policies when necessary. Cleaning products are stored securely in locked cupboards and there are guidance notes for anyone who handles them.

Environment

Overall, people receive support in a suitable environment. The home is safe, warm and clean. People say they feel comfortable and happy. One person told us, *“It’s a nice place to live, near town.”* The building is easy to navigate and people can choose different areas to socialise in, as well as space outside where people can spend time. Bedrooms are personalised to reflect the occupant's taste and interests, with items such as ornaments, soft furnishings, photos and items of furniture.

Externally, there are plans to develop the rear area, but plans are hampered by having listed, protected trees throughout the garden. However, raised vegetable beds have been built and people are discussing what they would like to see outside.

People are safe from unauthorised visitors entering the building, as all visitors have to ring the front doorbell before gaining entry and record their visits in the visitor's book when entering and leaving. Peoples' personal care records are stored securely and only available to care workers and healthcare professionals authorised to view them.

Clear infection control procedures are in place. Fire exits are free of obstructions. All COSHH (Control of Substances Hazardous to Health) materials are stored correctly, in line with the COSHH Regulations 2002. There are clear instructions displayed in the home on what to do in the event of a fire and the manager completes regular audits of the environment.

Leadership and Management

Overall, the provider has a clear vision of the support it provides, and a positive regard to each person receiving support. Regular audits monitor all aspects of people's care and any

issues that arise are promptly resolved. Regular discussions take place with people and healthcare professionals involved in their care. People and relatives know how to make a complaint if they need to and are confident the provider would listen to them if they did. The Responsible Individual (RI) and other directors are in regular contact with the home and regularly provide good, practical, hands-on support to the staff team.

The provider ensures there are enough knowledgeable and skilled care workers to provide the right support for people. Pre-employment checks take place before new employees start work. These include reference checks, photo identification of the individual, and Disclosure and Barring Service (DBS) checks. The staff induction programme links to individual learning outcomes and the 'All Wales Induction Framework for Health and Social Care.' Care workers are generally up-to-date with their essential training. Care workers say this provides them with a good understanding of their roles and responsibilities and the best ways to support people. Regular staff meetings give care workers the opportunity to discuss their work and to keep up-to-date with developments in the service. All aspects of the service are summarised in a six-monthly quality of care report, which identifies all planned improvements for the home. Employees may discuss any issues they wish to raise in three-monthly supervision meetings.

As far as possible, the provider takes appropriate steps to safeguard people from neglect and abuse. Care records clearly state any risks to people's well-being and detailed risk management plans help to keep people healthy, safe and as independent as possible. Care workers recognise their personal responsibilities in keeping people safe. They are aware of the whistleblowing procedure and are confident to use it if the need arises. They would approach the manager or RI but would also contact external agencies such as the local safeguarding office if they thought they needed to.

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 |
| 58 | | Achieved |
| 36 | Induction procedures need to evidence a thorough induction has been carried out. In addition, the completion of mandatory training as part of staff inductions need to be timely to enable staff to fulfill their roles and responsibilities. The SCW induction framework was recommended and an accurate account of staff training is required. | Achieved |

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