



Inspection Report on

The Attic

Swansea

Date Inspection Completed

31/01/2023

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About The Attic

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Abertawe Residential Care Ltd
Registered places	3
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 feel safe and happy at this service. A relaxed atmosphere throughout the home helps people and visitors feel at ease. 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 care people receive every day.

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 review process and the staff team overall treat people with respect and support each person to have a voice.

Care workers feel well supported by 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.

Well-being

Overall, people at The Attic are as independent as they wish to be and have control over their lifestyle choices. Being a small service, care workers know the people they support well. Keyworkers work with people to ensure they receive the support and information they need. There are up-to-date plans for how the staff team enable people to live their lives as they wish. One-page profiles record what is important to people and personal plans clearly describe each person's support. Because people are actively involved in their support arrangements, they are aware of any necessary changes that are needed. 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 staff team and there are also meetings to discuss activities. The home's statement of purpose accurately describes what the service provides and is readily available to people. 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.

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. We note the Responsible Individual (RI) has also produced some key documents bilingually in English and Welsh should the need arise.

Care and Support

The staff team have access to up-to-date care records that enable people to receive the optimum support at all times. 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. Care reviews and risk assessments help maintain people's independence while keeping them safe from any risks involved. Keyworkers and senior staff review care records every month, or more frequently, wherever support needs change so they remain up-to-date.

People do things that matter to them and make them happy. Although each person has a weekly activity plan in place, the staff team are very flexible to meet people's plans if they should change. This means every day is potentially different, which is how people in the service prefer it. Some people have enjoyed having barbeques, shopping, beach trips and visiting relatives, and each person says they are happy in The Attic. One person said, *"It is nice here. I get to do things when I want to do them."*

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.

Overall, people receive support in a suitable environment. The home is safe, warm and clean. People say they feel comfortable and happy. People can choose different areas to socialise in, as well as space outside in the garden, where raised vegetable beds have been built. Bedrooms are personalised to reflect the occupant's taste and interests, with items such as ornaments, soft furnishings, photos and items of furniture.

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.

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 know how to make a complaint if they need to and are confident the staff team would listen to them if they did. A new manager will be starting soon, but in the meantime, the 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 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 with current 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
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N/A	No non-compliance of this type was identified at this inspection	N/A
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