



Inspection Report on

College Fields

**413 Western Avenue
Cardiff
CF5 2BD**

Date Inspection Completed

16/07/2024

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About College Fields

| | |
|---|---|
| Type of care provided | Care Home Service Adults Without Nursing |
| Registered Provider | Accomplish group ltd |
| Registered places | 7 |
| Language of the service | English |
| Previous Care Inspectorate Wales inspection | 06 November 2022 |
| Does this service promote Welsh language and culture? | 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

College fields is a residential home for males aged eighteen and over, with varied mental health needs. It is a person-centred service providing high-quality care, which supports people to live happy, healthy and increasingly independent lives. The vision for the service and ethos around rehabilitation and recovery is clearly set out in the Statement of Purpose (SoP). People live in an environment that is safe, secure, well maintained and supports them to achieve their well-being outcomes.

People meet their personal goals and increase their independent living skills because they receive personalised support from an outstanding service. People are recognised and treated as individuals. People are supported to be physically and emotionally well. We received very positive feedback from people, their families, and professionals working with the service.

People speak highly of the care staff, the management, and are very happy and complimentary about the care and support they receive. The service is led through effective and compassionate leadership, which values the well-being of people and staff. Managers lead by example, working in partnership with people, staff and professionals to provide a safe, reliable service that enhances people's lives.

The previous Responsible Individual (RI) is no longer with the organisation. A new RI has been identified and is in the process of formally applying for approval with Care Inspectorate Wales (CIW).

Well-being

People have control over their day-to-day life and a say in how their service is run. They have a very strong voice throughout the service and are actively involved in their support arrangements. People are supported to develop life skills like cooking, maintain their environment and medication management in preparation for a more independent type of accommodation. One person said *'The staff and managers work to promote independence in a person-centred way. There is a lot of freedom for residents in day-to-day routines.'* A family member commented *'The home encourages my son to be independent but within a supportive environment.'*

People are actively supported with their health and well-being, with their independence promoted whenever possible. Care workers know the people they support well and can recognise physical or mental health issues quickly. We saw strong evidence that advice is sought from relevant professionals to promote people's physical health and well-being. We saw ongoing partnership working by the service with their multi-disciplinary colleagues. A visiting professional commented *'The care and support provided whilst instilling boundaries is exemplary. Residents feel supported and gain confidence in their abilities enabling a move on to independent living.'* Another visiting professional said, *'The staff are incredibly supportive to the clients I have living there, sensitive and flexible in their approach, they always have the needs of the client foremost, and I am convinced that they have managed to avoid many admissions to hospital through their care.'*

People have autonomy over their daily lives and can do the things that matter to them. People are treated as individuals and are treated with dignity and respect. Individual achievement is recognised and celebrated by the staff team. People are seen to make progress and develop skills that are important to them. All residents rated the care and support as *'excellent'*. People commented, *'Friendly staff and nice environment. Lots of support and places to visits. Nice clients as well.'* and *'Overall, the days go by quickly and I'm never stuck doing nothing.'*

Good systems are in place to protect people from abuse and neglect. Staff receive regular training on safeguarding and would report any concerns. The service assesses risks for individuals and has personal plans to provide guidance on how to reduce them. The service has good infection control measures in place. We identified no hazards during the visit and the entrance and exits to the home are secure. The home is clean throughout. Good fire safety measures are in place and equipment is serviced and maintained.

Care and Support

People are supported in line with the Mental Health Recovery Star Model of Care to develop skills to manage their mental health and wellbeing. People are happy with the highly effective care and support they receive at the service. People are involved in their own care planning and goal setting. Personal plans are person centred, meaning they are specifically tailored to each individual, which set out the best ways of supporting them to achieve their personal outcomes. Plans are reviewed in a timely manner and consider whether people's personal outcomes and progress to independence are being met. A visiting professional commented *'College Fields are supporting my client with his goals; they manage and support him with establishing appropriate steps towards his goals. This is going well and is going in the right direction.'* A family member stated, *'I am delighted with the improvement in my son's personal confidence.....I can see a marked improvement in his appearance.'*

People working at the service are professional, well trained and implement the service's values and vision by assisting people to maximise their independence and prepare for more independent living. A small team of highly motivated and committed care workers are employed at the service, which allows people to develop strong relationships with care staff. They are knowledgeable about the people in their care and are empathic and patient in their approach. People said, *'The staff are friendly.'* and *'The staff are nice to me, very good.'* A family member commented *'The manager and staff really care about their gentlemen as they are known as. Their attention to their needs, efforts to help them towards independence is above and beyond anything we have experienced to date.'*

The service works with members of the multi-disciplinary team to manage risks to people's safety and well-being and ensure they are being supported in the least restrictive way. A visiting professional told us *'College Fields is well managed, communication between all involved is very good. They have established effective treatment plans and staff support is excellent. They have proved themselves to be an effective and very good service.'*

People benefit from a sense of community within the service, which values people's individual uniqueness. People have a positive sense of belonging and have developed meaningful relationships with staff and co-residents. Compatibility of residents prior to new admissions is comprehensively considered. Pre-assessment and care planning considers staff skill mix alongside other residents' needs. People said, *'the residents are accommodating.'* and *'Everyone gets on well with each other.'* Another family member stated *'We are so grateful that our son has been placed in the lovely friendly atmosphere of College Fields. The on-going improvement in his well-being, self-confidence, behaviour and understanding of his illness is heartwarming. We so appreciate all the care and attention he is getting; they treat him as if he were their own family.'*

Environment

People benefit from an environment that is warm and homely. The home is welcoming, comfortable, clean and well-maintained. We observed modern, comfortable furniture that was suitable for those accommodated and visitors alike. One person said, *'I feel that the home is a happy place.'* and *'It's a nice service to live in.'* a relative commented *'I am always welcomed by courteous staff. This makes for a friendly supportive atmosphere.'* and *'The house is impeccably clean.'* People who enjoy socialising were seen enjoying the company of others during the inspection. Care workers know people well and we overheard interested and informed conversations taking place.

People's well-being is promoted by living in an environment that is clean, safe, and suitable for their needs. People have their own front door and bedroom key. A large lounge area adjoining a dining area, and conservatory with a pool table, enable people to spend time together. A quiet room with computer facilities is accessible for people to meet with care teams, family members or visitors. A sense of community is created in communal areas between people and care staff, as people are encouraged to use the different spaces for activities they enjoy. There is a large communal kitchen where people are supported to improve their daily living skills. People have access to suitable laundry facilities, which further supports the goal of increasing independence. All bedrooms have their own ensuite bathroom. People decorate their rooms as they choose. There is a communal bathroom for anyone who prefers to bathe rather than shower. Outside, there is a good-sized secure garden with a covered smoking area. The home has useful links to the city centre, which enables people to access activities independently.

People are supported in a safe environment and each person's confidentiality is respected. Where needed measures are in place to maintain people's safety. It is secure from unauthorised access, with visitors required to sign before entry and upon leaving. Care records are kept in a locked cabinet, in locked offices to maintain people's confidentiality.

People live in accommodation, which is well maintained. Daily cleaning duties are undertaken. Maintenance and repair arrangements are in place, with requests for repairs reported promptly. Maintenance records confirm the routine testing of utilities. The auditing and servicing of equipment is up to date and fire safety tests and drills are completed. Safety equipment and utilities are serviced and inspected within recommended timescales. The service has a current Food Standards Agency (FSA) rating of 5 which means hygiene standards have been rated as very good.

Leadership and Management

The statement of purpose (SoP) clearly states what people can expect from the outstanding service. There is a written guide which gives people who live at the service, their relatives and others, accurate information about the service. People are informed about the ways in which any concerns or complaints can be reported.

Exemplary leadership ensures highly motivated and skilled care staff are developed at the service, ensuring the care and support provided to people remain at a high standard. The service is well led through effective, professional and compassionate leadership, which values the well-being of people and staff. Staff are enthusiastic about providing individualised care. They told us management are supportive, there is good team working and care workers are encouraged and involved in decision making. One person using the service said *'The staff team is very friendly. The managers are always happy to support staff and give constructive feedback. Staff are always given opportunities to develop their skills.'* A care worker told us *'The managers are very good at what they do, and the staff really care about the well-being of the people we support.'*

People are supported by care workers who are appropriately recruited, supervised, and trained to meet the complex and diverse needs of people they care for. Care staff are registered with the workforce regulator, Social Care Wales. Training records show care staff have up to date training in core areas of care, and service-specific training. Care workers receive regular supervision and yearly appraisals to reflect on their performance and professional development. Care workers are also delegated additional 'champion' roles, which gives them individualised responsibility in certain areas such as Health and safety or safeguarding. The staff team is well-settled with a low turnover of care workers, which helps promote continuity of care. A care worker told us *'The team here are really good and work well together'*. Another care worker said, *'I would recommend working here because you will have adequate training and support from the staff.'*

Robust governance, auditing, and quality assurance arrangements support the running of the service. The proposed RI are continuing the good oversight of the service, undertaking three-monthly service visits to meet with people and staff. People's views on service provision are collated to help inform improvements. Policies and procedures help support staff to ensure people are safe. Incidents and accidents are logged, with appropriate actions taken. The manager conducts audits to monitor the day-to-day running of the service, which contribute to a six-monthly quality of care report. These help to identify where improvements are needed. We asked people what changes or improvements could be made to the service they receive, comments included *'No improvements needed; I believe College Fields works very well as a service!'* another person said *'I don't know really everything is good. It's a nice place, very good staff.'*

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.

Area(s) for Improvement

| Regulation | Summary | Status |
|------------|---|--------|
| N/A | No non-compliance of this type was identified at this | N/A |

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