



## Inspection Report on

**Grove View**

**263a Birchgrove Road  
Birchgrove  
Swansea  
SA7 9NA**

## **Date Inspection Completed**

26/07/2024

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## About Grove View

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Accomplish group ltd
Registered places	9
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">15 December 2022</a>
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

Grove View is a small care home providing support to adult females with mental health support needs. The service is set in its own grounds and has a secured electronic gate to access the grounds.

People contribute to the development of their personal plans and are supported to set their own goals and targets following a mental health recovery approach. People are supported by a consistent care team who are trained effectively and supported in their roles. The service is homely and well-maintained, the outdoor area has been improved since the last inspection. People influence the décor in the service and bedrooms are personalised with people's own memorabilia and possessions.

There is a dedicated manager and deputy in post who have worked in the service for several years and are respected by both people and the staff team. They are visible in the service daily and people told us that they are very approachable. The Responsible individual (RI) visits the service routinely and speaks with people and care staff to understand their experience of living and working in the service to determine improvements needed and how to action these.

## Well-being

People have a voice and are listened to. People are at the heart of the service and participate in all decisions in the service. They are involved in the planning of their care and the writing of their personal plans, setting their own aims and targets to assist in building their independence. The personal plans seen reflect them and their needs very well and show progression in their recovery journey. People can share their views about the service to the RI when they visit which enables the RI to identify improvements needed in the service.

People's emotional, physical, social and mental health is promoted. There is a consistent care and management team in Grove View who know the people they support very well. Detailed risk assessments are in place to assist staff to recognise any signs of mental health deterioration and how best to support people at different times of need, including when to seek additional support. There are robust systems in place to manage and oversee medication in the service. People go out into the community daily and have active social lives within the service.

People are protected from harm and neglect. Safeguarding training is mandatory for all staff in the service, and we saw all staff are up to date with this. Care workers spoken with are clear on their roles and responsibilities to report any issues about people they support. The service is secured externally by an electronically monitored gate and CCTV and there is a sign in book for visitors to complete when in the premises. There is a CCTV and safeguarding policy in place which has been reviewed to include appropriate legislation. Medication, substances and items hazardous to health are kept secure in the service.

People are not able to receive the service in Welsh at present. The provider can provide some documents in Welsh when required however should someone in the service require full support in Welsh, this is not currently available. There are no Welsh speaking people living in the service at present so there is no demand for this. Should this change in the future, the provider will re-address this and prioritise the translation of key documents and recruitment of Welsh speaking staff.

The service has good procedures in place for effective oversight. There is a visible and dedicated manager and deputy in post who are respected by the staff team and well thought of by people living in the service. There are consistently good systems in place to monitor the service and ensure people's safety. This includes good maintenance of the environment. The RI visits the service routinely and speaks to people and staff to understand their experience of living in the service and any improvements they feel are required. This feedback is then evaluated, and any actions noted with timescales for completion.

## Care and Support

People are provided with the care and support they need which is designed in consultation with them. We looked at two care files and saw the involvement of people in the development of their personal plans was evident, signatories are visible, and people's thoughts and preferences are considered throughout. The service uses a recovery-based care planning system where people measure their achievement and set new targets once achieved for themselves. This type of care planning enables the people supported to strive for further independence. Risk assessments are also in place which give good detail to staff to recognise triggers for relapse in mental health and effective methods of supporting people at different times of need. People have monthly meetings with their named keyworkers who know them well and personal plans and risk assessments are updated and reviewed quarterly or sooner if needed.

People do things they enjoy. People told us they go out every day and they plan special trips too. Comments included "*I get to go out quite a bit, I've been everywhere, and go somewhere every day*" and "*I have a key worker and we go out together, we're going to the cinema on Tuesday. I go out most days and have a holiday booked*". There is a real community feel in the service and whole house activities take place weekly including the Friday night takeaway, which people told us they look forward to. We saw people cooking their own food and sorting their own laundry and keeping on top of the cleaning in their bedrooms.

There are good systems in place to safeguard people living in the service. We saw people who do not have capacity to make decisions about their care and support have appropriate deprivation of liberty safeguards in place (DoLS). Care workers are knowledgeable in the safeguarding procedures should they have concerns about people they support. All staff in the service are up to date with safeguarding training. The provider has policies and procedures in place that are routinely reviewed and reflect the up-to-date legislation.

There are robust systems in place to manage medication in the service. Grove View has a designated medication room which is always locked unless in use. We saw daily logs of temperatures take place in the room to ensure medication is stored effectively. Medication Administration Records (MAR) seen were completed accurately, with no visible gaps seen and appropriate signatures in place. Daily medication counts take place and monthly medication audits take place at the time of re-ordering. A more thorough management medication audit is also carried out quarterly. The provider has good information sheets available for care staff to understand and look out for side effects when any prescribed 'as required' (PRN) medication is required. People receive support from a consistent care team who know them well and can recognise any changes in physical or mental health to take prompt action or seek additional support as required.

## Environment

People live in an environment that promotes the achievement of their personal outcomes. Grove View is a large, detached building sat in its own grounds, there is a separate external building too which houses two self-contained flatlets. There is a newly installed electronic gate at the driveway that prevents unwanted visitors from entering the site, this is also observed via CCTV which has been installed since the last inspection. The service is near local shops and amenities. Within the grounds there is ample parking space for care staff and a refurbished outdoor patio area with garden furniture. Within the main building there is a homely lounge/ dining room which is currently being planned for re-decoration with people. The communal kitchen is well equipped, and a recent environmental health inspection rewarded it a score of five- very good. There is a smaller lounge in the building too if anyone wants some quiet time and there are new recliner seats in here. The manager told us that this is now known as the cinema room and people enjoy going in there to watch a good film. We looked at a few bedrooms within the service and noted that all were very personalised to the individual with lots of personal belongings. The main building also has an office, medication room, laundry room and bathrooms. All communal areas and furniture seen is clean, homely and in good state of repair.

There are good procedures in place to identify and mitigate risks to health and safety. As Grove View is one of numerous services run by a large provider there are teams of people working in different departments. Whilst daily, weekly and monthly checks take place in the service to ensure the day-to-day safety within the building, the health and safety team carry out routine audits to ensure that the building is maintained effectively, and any work needed is actioned on a priority basis. Annual servicing of utilities is up to date and certificates are on file for these, which includes gas, electric and fire safety.

## Leadership and Management

Care workers are recruited appropriately, trained and supported in their roles and happy in their work. We viewed two personnel files and found all the required pre-employment, and recruitment checks in place including up to date Disclosure and Barring Service (DBS) checks. We viewed the training matrix and saw 97% of all care staff are up to date with the provider's mandatory training which includes: Safeguarding adults, fire safety and food safety. The provider also has service specific developmental training to support people living in the service. We saw that 96% of care staff were also up to date with all this training which includes personality disorder, psychosis and self-harm. Care workers spoken with confirmed that they receive good training to support people well, comments included: *"It's a positive environment to work in. I've had loads of training"* and *"I've worked in lots of mental health places and have to say this is the best one I've worked in. Management is very supportive; we get lots of training"*. Care staff receive regular supervision and annual appraisals and enjoy their work. Almost all staff are registered with Social Care Wales- the workforce regulator.

There are consistent arrangements in place for the effective oversight of the service through ongoing quality assurance. We saw that a recent absence from the RI did not impact the service as this work was covered by one of the provider's other RIs to ensure consistency was maintained and people and staff were able to give their feedback about the service as usual. We saw the last three visits' reports and saw this feedback captured and utilised to determine improvements and actions for the service to implement. Oversight of documentation is also captured on these reports and any actions followed up on the subsequent visit. We saw the bi-annual quality of care report, which is very personal to the service and celebrates the achievements of people living there. We viewed the recently reviewed service's statement of purpose (SOP) which continues to reflect the service well. We viewed a sample of the provider's policies and procedures and found these have been reviewed and are updated as and when needed.

The provider has good oversight of financial arrangements in the service and continues to invest in the environment to ensure it continues to meet people's needs. The service is in a good state of repair and is well maintained. Extensive work has been carried out externally in the service since the last inspection to make the outside space more welcoming and enable people to enjoy the outdoors more. Security features have also been improved with the installation of the security gate and CCTV. Staffing levels on the day of the inspection were good and enable most people living in the service to go out as they desired with sufficient support in place. Care staff confirmed that staffing levels are usually good in the service and people were able to live a fulfilled life and thrive in the service.

### 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.

### 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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