



Inspection Report on

Kington House

**Kington House
Old Village Road
Barry
CF62 6RA**

Date Inspection Completed

02/09/2024

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About Kington House

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Accomplish group ltd
Registered places	11
Language of the service	English
Previous Care Inspectorate Wales inspection	09 May 2023
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

People settled and comfortable living in Kington House, where they are cared for with kindness and respect. Care workers know people well and support them to lead meaningful lives.

Peoples physical, emotional, and social needs are assessed and understood. Personal plans are up to date and reflect the persons care needs well. Regular reviews ensure care documentation is current.

People receive a good standard of care from care workers who are professional, well trained and motivated. Care workers are safely recruited, trained and have the opportunity for supervision.

The environment and facilities are suitable and safe. People live in a warm, clean and comfortable environment which meets their needs. The home is overall well maintained, and all safety checks are carried out as required.

The home benefits from effective leadership and management, an experienced manager runs the home. The responsible individual (RI) undertakes visits in line with regulations and maintains sufficient oversight over the service.

Well-being

People have a voice and choice and control to do the things that matter to them. Arrangements are in place to involve people in discussions regarding their own care and support. We saw care staff respecting people's individual choices and supporting them with decision making. Care staff offer a choice of meals, and the service has a food hygiene rating of five, which is 'very good'. Regular house meetings take place, whereby people have a say in the running of the home. A relative commented "*staff support our relative in a helpful and friendly manner.*"

People's physical, mental and emotional well-being is promoted. The service supports people to be as healthy as they can be. Personal plans support care staff to understand individual's care needs. Care staff work closely with healthcare professionals and refer any concerns appropriately. Medication is securely stored and administered as prescribed.

People are protected as far as possible from harm and abuse. The service has a safeguarding policy, which reflects current guidance and is kept under regular review. Care staff are safely recruited and appropriately trained to meet the needs of the people they support. The staffing rotas show sufficient care staff are on shift to provide the right level of care and support. Care staff we spoke with said they feel confident any issues raised with the manager will be actioned promptly. People's personal plans are detailed and consider risks to their health and safety. The service understands its safeguarding responsibilities and reports any incidents to the appropriate professionals.

People live in comfortable accommodation. They can spend time in their own bedrooms or in the indoor and outdoor communal areas. We found people's bedrooms to be personalised and generally decorated to a good standard. There are suitable arrangements in place for care staff to report any maintenance issues. A good standard of hygiene and infection control is maintained to reduce risks of cross infection. Environmental checks ensure the building and equipment are safe for use.

The service employs one staff member who is fluent in the Welsh language. Some consideration has been given to providing Welsh language documentation upon request. Weekly Welsh lessons are facilitated for those who wish to learn. There are currently no Welsh language speakers living at the service.

Care and Support

People receive care and support as and when required. We observed care staff to be attentive, kind, and encouraging to people. The service provider ensures safe recruitment processes are followed to ensure care staff are suitable to work for the service. Ongoing training is available, and care staff have access to a range of detailed policies and procedures to direct good practice. People are communicated to in the best way for them individually. People are relaxed and comfortable around care staff.

People have access to a familiar team of care staff and the care provided is of a good standard. Care staff spoke about the people they were caring for and demonstrated a good understanding their needs and how these should be met. During our visits we observed care staff providing support in a positive and respectful way, considering people's dignity throughout any interventions. A relative informed us *"Staff are friendly, helpful and are supportive both to resident and the family."*

People receive the support they need to maintain their health and well-being. Care documentation identifies each person's care and support needs and how these can be best met. We read personal profiles, personal plans and assessments and risk assessment information which were completed to a very high standard. Reviews are completed at appropriate intervals. Care staff help people to access health and social care advice when needed, which ensures people stay as well as they can. The home consults with specialist professionals regarding people's health and well-being. Care workers are experienced, knowledgeable, and responsive to people's support needs.

People have a voice, they are listened too and kept as safe as possible from harm and abuse. People know how to make a complaint if they need to. Detailed risk assessments consider potential risks and strategies for keeping people safe whilst also allowing people to experience positive risk taking. People who do not have the mental capacity to make their own decisions about aspects of their care and support and safety have appropriate up to date Deprivation of Liberty Safeguards (DoLS) in place.

Systems are in place for the safe management of medication within the service. Care staff support people with their medication, which helps to maintain their health. Medication records are completed accurately. Infection prevention and control procedures are good. The service provider completes the appropriate health and safety, quality assurance, infection control, medication and other monitoring checks.

Environment

Kington House can accommodate a total of eleven people. The 'House' can accommodate seven people and there are a further four people in the adjoining 'Annex'. All bedrooms have en-suite facilities and both the 'house' and 'annex' have their own kitchens, dining and communal areas. There is a pool room accessible in the 'house'. People have access to shared outside space, the rear garden allows access between the 'House' and 'Annex' and is secured. To the front of the property is a garden area with summer house, a driveway and parking area.

People's well-being is promoted by living in an environment that is clean, safe, and suitable for their needs. The home is well equipped, spacious and comfortable throughout. Furniture and fittings are all in good condition. Each person's room is personalised with their choice of décor, furnishings and includes people's possessions which are important to them. The home is maintained to a good standard, well organised, and is kept clean and tidy. A relative told us *"From my perspective, as someone who is only able to visit every few months, the environment seems ideal."*

The environment is safe with systems in place to protect people's health and safety. We viewed the maintenance file and saw all serviceable equipment had been checked to ensure its safety. Regular checks of the fire alarms are completed, and staff are trained in fire safety. People living in the home have a personal emergency evacuation plan to guide staff on how to support them to leave the premises safely in the case of an emergency. The home has a five-star rating from the food standards agency which means that food hygiene standards are very good. An ongoing programme of maintenance, checks and servicing promotes environmental safety.

The home promotes good hygiene practices and manages the risk of infection. Infection control information/policies are available and good infection control practices are promoted.

Leadership and Management

The vision and ethos of the service are clear. A statement of purpose sets out the service's aims, values, and support available. We found this to be consistent with the service provided. A written guide is available for people in the service, containing practical information about the home and the support provided. The RI has good oversight of the service and carries out three monthly quality assurance visits. These visits involve talking to people and care staff workers to gain their views on the service provided. In addition, six monthly quality assurance reports are completed which cover a range of operational matters and identify areas where improvements are required. A relative told us *"We are happy our relative is being cared for at Kington House."*

People live in a well-run home which aims to maximise their potential. The manager oversees the day-to-day running of the home, supported by a deputy manager. The manager leads with skill and passion. The management team all know the people living at the home well and are supportive of care staff. There are effective governance arrangements in place. The management team spend valuable time with people to understand their thoughts and experiences of living in the home. One of the care r staff commented *"the management team are very supportive towards staff and the needs of the people we support are at the front of everything."* Another said *"We have a very good manager and deputy. The office door is always open. There is a good staff team here."*

Care workers are safely recruited. The staff files are well organised, and contain all the required information, including Disclosure and Barring Service checks and professional registration with Social Care Wales, the workforce regulator. Care staff complete a range of training courses, including regular refresher courses in mandatory areas such as safeguarding people at risk of harm. Records show staff are provided with regular one-to-one formal supervision which includes discussions around practice issues, training needs and staff's well-being. Staff meetings are held on a regular basis. Care staff say they are happy with the training available and feel valued and supported in their roles. Care staff told us *"It's a good home to work in", "excellent staff team", "It's rewarding work" and "There is good training"*.

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

	inspection	
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