



# Inspection Report on

**Howells Road**

**Swansea**

## **Date Inspection Completed**

24/06/2024

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## About Howells Road

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Accomplish group ltd
Registered places	2
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">11 March 2024</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

This was a focused inspection and on this occasion, we only considered wellbeing, care and support, leadership and management in detail. Following the last inspection, we issued a priority action notice and requested the provider take immediate action to address a compliance issue. We found at this inspection the provider has taken appropriate actions in relation to a previous safeguarding concern.

## Well-being

As this was a focused inspection, we have not considered this theme, in full. People are protected from harm and abuse. Since the last inspection the provider has taken measures to ensure a previous safeguarding concern has been fully investigated and appropriate actions taken where necessary. The provider has thorough, detailed, and regularly reviewed safeguarding and staff whistleblowing policies and procedures in place to guide staff. We spoke to care workers who told us they had attended safeguarding training and understand their responsibility to report any concerns appropriately and promptly.

People's physical, mental health and emotional well-being is promoted and maintained. People are supported to maintain routines that are important to them. People access the community and have a varied activities programme available to them in the service. People are supported by care workers who know them well and who seek medical assistance quickly when required. Care workers and the manager access appropriate core and specialist training to ensure they understand and meet people's care and support needs appropriately. There is good oversight of the service provision by the manager and responsible individual (RI).

## Care and Support

As this was a focused inspection, we have not considered this theme, in full. Following the last inspection, we issued a priority action notice and requested the provider take immediate action to address a compliance issue. We saw a potentially serious safeguarding allegation had not been reported in a timely manner to the Local Authority. The provider had also failed to take appropriate measures to ensure people and staff were adequately safeguarded at the time. There was failure to act in accordance with national safeguarding guidance and the providers own safeguarding policies and procedures. As part of this follow up inspection, we viewed a detailed investigation report with actions and spoke to the RI. This shows the provider has taken appropriate and necessary measures to safeguard people and staff. We also spoke to care workers who told us they had attended safeguarding training and understand their responsibility to report any concerns appropriately and promptly.

People live in a home that provides appropriate numbers of knowledgeable, competent and skilled care workers. Care workers confirmed they feel the staffing levels are appropriate and targeted to the needs of individuals living in the service. Many of the existing care staff team have worked in the service for many years. This means people benefit from care staff who know them well and are familiar with their needs. On the day of inspection, we saw people following routines that are important to them, such as visiting the community. We observed positive caring and respectful interactions between people and care workers.

## **Leadership and Management**

As this was a focused inspection, we have not considered this theme, in full. The provider has arrangements in place for the effective oversight of the service through ongoing quality assurance service checks. The manager and care workers told us the RI is in regular contact with the service and is available when needed. We saw the recent bi-annual quality of care report. The report includes feedback from external professionals, relatives and staff working in the service. The report is very detailed and includes what the service is doing well and further improvements for the future. We saw policies and procedures have been reviewed and are detailed and thorough including safeguarding and whistleblowing. The service's Statement of Purpose (SoP) has been reviewed and accurately reflects 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
26	A safeguarding concern was not reported to external agencies in a timely manner. The provider needs to ensure that all care workers and managers are aware of their duty to report any safeguarding concerns in a timely and appropriate manner.	Achieved

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
12	A full inspection took place on 22 February 2024. As part of this we saw failings in respect of reporting a recent safeguarding allegation in a timely manner to the appropriate agency. The provider must ensure safeguarding procedures adhere to their own and national safeguarding regulations. Also to ensure adequate risk prevention measures are taken to protect people and staff.	Achieved



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