



Inspection Report on

Palace Road

Cardiff

Date Inspection Completed

23/04/2024

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About Palace Road

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Ocean Community Services Limited
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	27 April 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 are happy living at Palace Road and have built good relationships with the care staff who support them. People are encouraged to be as independent as possible and to live their lives in their preferred way. Care staff have a good understanding of people's needs and provide care with patience and kindness. Personal plans of care are thorough, robust and detail people's care needs and how they should be met. They are supported with risk assessments and further information where required. Medication processes at the service have improved and people have access to health and social care professionals without delay. Care staff attend training appropriate to the roles they undertake and feel well supported by management. Care staff are happy working at the service and have access to various intensive, recognition and reward schemes. The Responsible Individual (RI) visits the service in line with regulatory requirements and regular quality assurance monitoring takes place. There are policies and procedures in place and people have access to a robust complaints process. People live in a suitable environment that is safe and meets their needs. People have their own bedrooms with en-suite facilities which offer personal space and privacy.

Well-being

People are treated with dignity and respect. Care staff interact with people kindly and encourage them to achieve their desired goals. People's views are sought as part of quality assurance monitoring and any complaints to the service are dealt with appropriately. Support is delivered in line with personal plans of care, by care staff who are well trained and highly valued by the organisation. Care staff like working at Palace Road and feel well supported. Medication processes have improved and are now safe and robust and people access professional support without delay. Policies and procedures are in place for the smooth operation of the service and the RI has very good oversight of the service. People live in a suitable environment that meets their needs and allows them personal space for privacy when required.

People can be assured they have choice and control. People are at the heart of care planning and are included in care assessments and reviews. People have their own personal daily routines and set their own future goals and well-being outcomes. Personal plans of care includes people's views and preferences as to how their care is provided. People spend their time doing the things that are important to them and are supported to maintain relationships with family and friends. People are supported to manage and budget their own finances and have full autonomy over meals, snacks and drinks. Care staff encourage people to be as independent as possible and to make their own choices where possible. People are happy living at Palace Road and feel they get the right support.

People are protected from abuse and harm. Palace road has a robust safeguarding policy in place and all care staff attend training in safeguarding adults at risk of abuse. Referrals are made to the Local Authority safeguarding team when required and monitored closely. The home environment is as hazard free as possible and safety checks of the building take place when required. Fire safety is taken seriously and all care staff attend training in fire safety. Any visitors to the service are monitored and asked to sign the visitors' book. Care staff are safely recruited and subject to pre-employment checks prior to employment commencing. There is a system in place to renew Disclosure and Barring Service (DBS) certificates regularly.

Care and Support

People receive the right care at the right time. Care staff continuity at the service is good and has enabled people to build positive relationships with care staff who support them. Care staff have a good understanding of people's needs and provide care with patience and kindness. Care staff levels are good and ensure that people do not wait for the care they need. Personal plans of care detail people's care needs and how they should be met and are supported by risk assessment where required. Documents are reviewed regularly to ensure they remain up to date and accurate. Personal plans of care are important as they guide care staff on how to support people correctly. Medication processes at the service have improved since the last inspection. Medication is stored securely and administered safely in line with prescription. There are Medication Administration Records (MAR) charts in place which contain the required information and are signed when medication is administered. People have access to external health and social care professionals when required and also have the support of an internal multi-disciplinary care team.

People are supported to have autonomy over their own lives. People are at the centre of care planning and actively participate in the assessment and reviews of their needs. Their views, preferences, likes and dislikes are evident in personal plans of care. A pre-admission assessment of needs takes place prior to people moving into the service to ensure their needs can be met correctly and the environment is suitable for them. People outline their own personal goals and are supported to work toward these goals. Care staff encourage people to be as independent as they can be but offer reassurance that they are there to help if needed. People told us that they like living at Palace Road and spoke highly of the care staff and manager. One person said, "*the staff are all lovely, I like living here*". People have their own daily routines and choose when to get up in the morning, when to go to bed at night and how they spend their time in between. People attend activities of their choice with care staff support when required. One person told us "*I decide where I want to go and when*". There are no food menu rotas in place and people have full control over their shopping, cooking and eating.

Environment

People live in a suitable environment. Palace Road is located in a residential area of Cardiff that benefits from local amenities and good transport links. The home is set over three floors and has ample communal space including lounges and a kitchen diner that enables people to spend time together or to receive visitors in private. Communal toilets are clean and in good working order. There is safe outdoor space with good quality garden furniture for people to spend time comfortably outdoors. The home is warm, welcoming and decorated nicely throughout but would benefit from minor cosmetic redecoration in places. The environment is clean and we did not detect any malodour during inspection. People have their own bedrooms which are spacious, warm and benefit from en-suite facilities. People are encouraged to decorate their rooms to their preferred taste and to make the space as personal as possible. We saw that people take pride in their bedrooms and care staff respect people's personal space and privacy.

People can be assured they live in a safe environment. On arrival we found the main entrance secure and we were asked for identification and to sign the visitors book before we were permitted entry. We did a tour of the building and found that environmental hazards have been reduced as far as practically possible. Window restrictors are in place and harmful chemicals are stored safely. The building is well maintained and safety checks of equipment, gas and electricity take place in line with legal requirements. We were told that any repairs are generally completed swiftly. There is a fire risk assessment in place and fire alarms are tested regularly. People living at the service have a Personal Emergency Evacuation Plan (PEEP) in place which ensures that care staff know how to evacuate people safely in the event of an emergency. All care staff receive training in fire safety.

Leadership and Management

People benefit from leadership and management in place. Palace Road has an RI with very good oversight of the service and a manager who is registered with Social Care Wales, the workforce regulator. There are policies and procedures in place for the running of the service and to guide care staff of what is expected of them. Quality assurance monitoring takes place regularly and includes seeking the views of people living at the service and care staff working at the service. Quality assurance monitoring indicates that the provider is committed to providing a quality service and making improvements where required. People are given detailed information about the service they can expect to receive which includes details of how to complain if they are not happy. Complaints to the service are taken seriously and dealt with correctly. Safeguarding referrals are made to the Local Authority safeguarding team when required and any referrals are then stored centrally and monitored by senior managers and the RI. The organisation statement of purpose is kept under review and updated when required. This document is important as it sets out what care can be provided, to who, how and when.

People are supported by care staff who are safely recruited and highly valued. Care staff receive appropriate training and feel well equipped to do their jobs. Care staff told us that they like working at Palace Road and feel valued. One staff member said, *"it's a great place to work, we are a good team"*. Another staff member said, *"I am happy working here, they are a good company to work for"*. The management team discussed the various care staff incentive, benefits and reward schemes they offer to their care staff to ensure that care staff feel valued. There is also a staff progression course available to care staff who wish to progress within the company. The organisation also employs a dedicated staff well-being officer to ensure the well-being of care staff. We were told that benefits and incentives help care staff retainment at the service which benefits people using the service as they receive good continuity of care. We examined a selection of care staff personnel files and found that they contain the required information. Pre-employment checks including DBS certificates and references are applied for prior to employment commencing. These checks are important as they determine a person's suitability to work with vulnerable people.

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
58	The provider must ensure that they clearly record when medication has been administered/destroyed. Instructions for staff administration medication must be clear at all times.	Achieved

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