



# Inspection Report on

**Witla Court**

**2-4 Witla Court Road  
Rumney  
Cardiff  
CF3 3LT**

## **Date Inspection Completed**

22/07/2024

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## About Witla Court

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Ocean Community Services Limited
Registered places	8
Language of the service	English
Previous Care Inspectorate Wales inspection	11 January 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 encouraged to be as independent as they can be and to live their lives in their preferred way. Care staff treat people with kindness and respect which has enabled them to build positive relationships with the people they support. People are very happy with the care they receive and speak positively about their lives and future goals. Care documentation is thorough, robust and considers people's individual needs and how they are best met. People are involved in their care planning and delivery and have a voice. The Responsible Individual (RI) visits the service regularly and has a very good oversight of the service. Quality assurance monitoring and internal audits take place regularly. Complaints to the service are taken seriously and the regulators are notified of reportable incidents. There are policies and procedures in place for the smooth running of the service. Care staff are happy working at the service and speak highly of the management team. Care staff attend training appropriate to their roles and receive regular supervision. People live in a warm, clean and safe environment that meets their needs. People have their own bedrooms which are respected as their own personal space.

## Well-being

People are treated with dignity and respect. Care staff have a good understanding of people's needs and engage with people in a positive way. Care staff encourage people to work toward fulfilling their personal goals and well-being outcomes. People are included in the assessments and reviews of their needs and have opportunity to contribute to their care planning. People are supported to be as independent as possible and to spend their time doing activities of their choice. Regular house meetings take place to capture people's views and feedback from people is also sought as part of quality assurance processes. The RI is visible within the service and engages with people during monitoring visits. People feel confident about the management of the service and can complain if they are not happy with the service. People have their own bedrooms which offer personal space and privacy when required.

People get the right care without delay. People have access to an internal multi-disciplinary team and attend appointments with external health and social care professionals when required. Personal plans of care clearly guide care staff on how to support people correctly and are kept under constant review. Care staff levels are good and a consistent team ensures people do not wait for their care. Care staff are happy working at the service and feel valued by the management and appreciate the additional benefits the organisation offer. Care staff receive appropriate training to ensure they are well equipped to do their jobs and regular supervision ensures care staff are supported correctly.

People are protected from harm and abuse. Witla Court has a robust safeguarding policy in place and all care staff receive training in the protection of adults at risk of abuse. The manager understands legal requirements of caring for vulnerable people and makes referrals to the Local Authority safeguarding team when required. People live in a safe environment which is clean and free of hazards. Safety checks of the building take place correctly and fire safety is taken very seriously. Care staff recruitment is safe and robust as pre-employment checks are completed correctly. There is a system in place to renew Disclosure and Barring Service (DBS) certificates when necessary. Where required, care staff working at Witla Court are registered with Social Care Wales, the workforce regulator.

## Care and Support

People are encouraged to have autonomy over their lives. People have their own daily routines and spend their time doing things that matter to them. Some people like to structure their days with planned activities while others choose to decide how to spend their day at the time. Care staff levels at the service are good and ensure that there is always care staff available to support people within the home or the community. Witla Court has no communal activity planners or food menus in place as people plan, shop for and prepare their own meals, as and when it suits them. People told us that they like living at Witla Court and one person said, *“I love living here, the staff are great and they always help me if I need it.”* Another person told us about their favourite hobby and how care staff have supported them to attend events all over the UK.

Medication processes are safe and robust and where possible people are supported to manage their medication independently. Medication is stored safely and administered in line with prescription. There are Medication Administration Record (MAR) charts in place that contain required information and are signed correctly when medication is administered.

People get the right care at the right time. People are at the centre of care planning and are included in assessments and reviews of their needs. Pre-admission assessments and matching exercises take place prior to admission to ensure people's needs can be met and they are suitable to live at the service. Care documentation is person centred and outlines people's individual needs and how these should be met. Personal plans of care detail people's personal goals and how these can be achieved and include individuals likes, dislikes and preferences as to how their care is provided. There are risk assessments and further information available where required. Personal plans are important as they guide care staff on how to care for people correctly. Care staff are required to read personal plans and document their own understanding of the persons needs. All documents are reviewed regularly to ensure they remain up to date and accurate. Care staff have a good understanding of people's needs and have built good working relationships with people. Care staff encourage people to be as independent as they can be and to make their own choices but offer reassurance should people need it.

## Environment

People live in a suitable environment. Witla Court is located in a residential area of Cardiff that benefits from local amenities and good transport links. The home is made up of two semi-detached houses that accommodate four people in each house but operated as one whole service. The home is decorated to a very high standard and is warm and clean throughout. We did not detect any malodour during inspection. There is ample communal space available for people to spend time together including a well-maintained garden with quality furniture for people to use as they wish. There are sufficient bathrooms and toilets around the service which are clean and in good working order. People have their own single bedrooms which are spacious, warm and clean and offer opportunity for space and privacy. People are encouraged to decorate their rooms to their personalise taste and to make them comfortable with their own belongings. Care staff respect people's personal space and encourage them to take pride in their rooms.

People can be assured they live in a safe environment. On arrival to the service, we found the main entrance secure and our identification was checked thoroughly. We were asked to sign the visitors book before we were permitted entry, this indicates that visitors to the service are monitored to ensure that only authorised people are visiting. We did a tour of the home and found that hazards have been reduced as far as practically possible. Window restrictors are in place and harmful chemicals are locked away safely. There is a fire risk assessment in place and all residents have a Personal Emergency Evacuation Plan (PEEP) which guides care staff on how to evacuate people in the event of an emergency. Fire alarms are tested weekly and fire drills take place regularly. The building is well maintained and safety checks including gas and electricity testing is completed within legal timeframes.

## Leadership and Management

People benefit from leadership and management in place. Witla Court benefits from 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. People are given 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 effectively. The RI undertakes visits to the service in line with regulatory requirements and completes reports to support the visits. Quality assurance monitoring takes place regularly and includes seeking the views of the people using the service and care staff working at the service. Senior managers also complete robust audits of many aspects of the service. Quality assurance monitoring indicates that the provider is committed to making improvements where required. Safeguarding referrals are made to the Local Authority when required and are then stored centrally with outcomes recorded. Care Inspectorate Wales are notified of incidents as set out in the regulations.

People are supported by care staff who are well trained and safely recruited. Care staff attend training appropriate to the roles they undertake which is refreshed regularly to keep knowledge current. Care staff told us that they are happy working at the service, one staff member said, *"it's a great place to work, I really love it here."* Another staff member said, *"the manager is great, you can go to them with any issues."* All care staff receive a formal supervision in line with regulatory requirements. Supervision is important as it offers an opportunity to discuss any practice issues or needs in a setting that is recorded. Care staff working at Witla Court have access to an array of excellent staff benefits and reward schemes that make them feel valued and promotes care staff retention at the service. Care staff can also access various support and inclusion groups and services to promote their personal well-being. We examined a selection of staff personnel files and found that they contain the required information. We saw evidence that pre-employment checks including references and DBS certificates 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
<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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**Date Published** 09/09/2024