



## Inspection Report on

**Foxtroy House**

**Foxtroy House Residential Home  
25 Derllwyn Road Tondy  
Bridgend  
CF32 9HD**

## **Date Inspection Completed**

05/08/2024

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## About Foxtroy House

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Foxtroy Limited
Registered places	31
Language of the service	English
Previous Care Inspectorate Wales inspection	21.2.2023
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 and their relatives are pleased with the standard of care provided at Foxtroy House. Care and support is person centred and delivered in a dignified, respectful way. There is a stable team of care workers who understand people's needs and routines. People's personal plans contain up to date information, highlighting people's outcomes and practical guidance regarding the delivery of care and support. Risks to people's health and safety are assessed and managed. People have good access to health and social care professionals to help maintain their overall well-being.

Care workers are trained to meet the needs of people living in the home and are supported by the management. Care workers say they are happy working at the service. There are systems in place to monitor the quality of care provided. The Responsible Individual (RI) visits regularly to maintain effective oversight of service provision. The environment is clean and comfortable. There is an on-going programme of maintenance and repair aimed to ensure the environment remains well-maintained and safe.

## Well-being

People are supported to maintain their health and well-being. Care workers have positive relationships with people living at the service and have a good understanding of people's care and support needs. Care workers can recognise changes in people's presentation and take appropriate action. The service liaises with health professionals to report any concerns and follows any guidance given. Personal plans detail any interventions needed. Medication is administered in line with the prescriber's recommendations.

People are encouraged to have control over their day to day lives and are offered daily choices. Resident meetings and individual conversations give people the opportunity to share their views on the service they receive. There is a range of activities available for people, however, this could be further developed to ensure people undertake activities that are meaningful to them. People can decide what time they get up in the morning and when they retire at night. People are offered a choice of nutritious food and there are communal areas giving people options on where they spend their time.

People are protected from harm and neglect. The provider has robust policies and procedures in place to ensure the safe running of the service, which are reviewed and revised as needed. Managers and care staff are up to date with mandatory safeguarding training and know the procedures to follow if they have any concerns. There are good procedures in place to maintain the building and security arrangements in place to keep people safe. There is a hard working domestic and laundry team in the service that keep the service clean and free of clutter. We asked if people felt safe in the home, we were told "Oh yes", "Definitely" and "Yes I do".

The environment is suited to people's needs and helps support their well-being. The home is well presented, clean and comfortable. Communal areas are welcoming and homely. We saw people in communal areas, they looked relaxed and comfortable. People told us they like living at the service. People's rooms are personalised with their own things important to them. Bathroom and toilet facilities are equipped with specialist equipment. There is a dedicated maintenance person who is responsible for the day-to-day upkeep of the home. They perform regular environmental checks to ensure the home, its facilities and equipment are safe to use.

## Care and Support

On the day of our inspection, we saw care workers interacting well with people, engaging them in meaningful conversations and providing appropriate care and support. It was clear care workers know the people they support well and are familiar with their needs, preferences, and routines. People told us the call bell system is responded to quickly. We were told, *"They come quickly"*. People we spoke to provided positive feedback regarding care workers. One person said, *"It's lovely here, it's homely, I'm well looked after"*. Other people told us, *"The staff are lovely, they treat us like Queens"*, *"It's lovely, you couldn't wish for better"* and *"I'm very lucky to be here"*. We also received complimentary feedback from a visitor of a person living at the home. They said, *"The staff are lovely, always helpful"*. Activities are on offer to keep people engaged but they could be further enhanced by having a more structured programme. This was discussed with the manager who agreed to address. Meals are freshly prepared, and we found that meals are well presented and served efficiently. People told us that they enjoyed the meals and could always have something different if they wished. They told us *"I enjoy all the food"*, *"It's excellent"* and *"Plenty of it"*.

People's care and support needs are set out in their electronic personal plans. Personal plans are created in conjunction with people and their representatives. This ensures people receive care and support specifically tailored to them. Personal plans contain practical information guiding care workers on the best ways of providing care and support. They also contain risk assessments which help mitigate risks to people's health and safety. Care workers complete daily recordings documenting care and support provided. Personal plans are reviewed on a monthly basis to ensure information recorded remains relevant. People are supported to maintain their health and well-being. A pre-admission assessment is completed by the manager before people are admitted to the home. This assessment considers people's medical conditions, along with overall care needs. Plans detailing how medical conditions are managed.

Records show people have good access to health and social care professionals when needed. People's medical correspondence is kept on file and there are written notes detailing appointments and advice given by medical professionals. Support is available for people with medication needs. We looked at the services electronic medication administration recording system and found people receive their medication as prescribed. Two visiting health professionals told us they had no concerns regarding the care provided and referrals are timely and appropriate.

## Environment

The environment is homely, clean and comfortable. People can choose to access communal areas to spend time in the company of others or remain in their own room should they wish to have some privacy. People can personalise their room to their preference with their own belongings, which helps people to feel at home. There are garden areas on both floors that people can access if they choose. Bathrooms and toilet facilities are equipped with specialist equipment for those who require it and there is a stairlift providing access to the first floor for people with mobility problems. The kitchen has been awarded a score of five by the Food Standards Agency which is the highest possible score and suggests standards of cleanliness and hygiene are very good. Domestic workers follow cleaning schedules to ensure the home is kept clean and tidy. Laundry facilities are suitable for the size of the home and there are systems in place to reduce the risks of cross contamination.

Records show the service is safe from unauthorised access and maintenance checks are carried out. All visitors are asked for identification and to sign the visitors book before entering. Records show general safety checks are completed. Fire safety checks and drills are completed regularly. Personal emergency evacuation plans (PEEP's) ensure care workers understand the level of support people require in the event of an emergency. Substances hazardous to health are stored securely. All confidential records are safely stored and only available to care workers who are authorised to view them. Clear infection control procedures are in place.

## Leadership and Management

People can access information to help them understand the care, support and opportunities available to them. The statement of purpose and service users guide accurately describe most of the current arrangements in place regarding the service's accommodation, referral and admission process. Also, the type of care and support available and ways in which it is working towards providing a Welsh language service provision. We note there have been no formal complaints since the last inspection. The manager appropriately notifies relevant regulatory bodies and statutory agencies, when there are concerns and significant events, which might affect the well-being of individual's receiving care. We found the communication is effective, open and transparent.

Care workers are recruited in line with regulation to ensure they are suitable to work with vulnerable people. Checks including Disclosure and Barring Service (DBS), previous employment and reference checks are completed. New employees complete an induction on commencement of employment and get to shadow experienced members of the team. Following this care workers register with Social Care Wales (the workforce regulator). This is done to ensure care workers possess the skills and qualifications required for working in the care sector.

Care workers mostly feel supported in their roles and are well trained to meet the needs of the people they support. Some care workers we spoke to used words like "*supportive*", "*very good*" and "*approachable*" to describe the management. Others felt less listened to and would like to see more activities on offer. We looked at records relating to formal support and found care workers receive supervision every three months along with an annual appraisal. This is important as it gives care workers the opportunity to discuss their development and work-related matters with the manager. The service provides care workers with a rolling programme of training and development. All care workers complete the service's core training which is relevant to the needs of people living at the home. More specialist training is also provided when needed.

The manager oversees the day to day running of the home and is supported by a deputy manager. A range of governance and quality assurance measures help the service operate smoothly. Care workers we spoke to said, generally staffing levels are sufficient. We looked at the rota and found target staffing levels are being met. The RI visits the service regularly and has clear oversight of service provision. Every six months a quality-of-care review is conducted. Following this a report is written which evaluates the services performance.

### 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

	inspection	
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