



Inspection Report on

Home Address Ltd

Fishguard

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

31/07/2024

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About Home Address Ltd

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Home Address Ltd
Registered places	6
Language of the service	Both
Previous Care Inspectorate Wales inspection	22 June 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

This is a service which offers people person centred and individualised support from a small team of care workers who are motivated and suitably trained. The team is led by an experienced manager and responsible individual (RI) who have set the values for the service and have a strong focus on quality. Care workers feel valued and able to contribute to individuals care and support planning.

People have opportunities to do things that matter to them and care records are comprehensive and help inform care and support.

The service is both reliable and flexible and people can receive care and support in both English and Welsh as a large number of care workers speak both languages.

Well-being

People, as far as possible, are safe and protected from abuse, harm and neglect. Care workers can recognise and report any safeguarding concerns and are confident the manager would take the necessary steps to make sure people are safeguarded.

People can, to some degree, have a service in Welsh if they choose. Some care workers are Welsh speaking and others have a basic understanding of the Welsh language.

The relationships people have with those who support them is very good. Care workers are very committed to their work and strive to make their lives better. There is a high level of respect shown to people with one worker describing their work and those they support saying *"I love it, I feel I make a difference...I try to make sure they know their self worth"*. The atmosphere in the service is calm and well organised. Care workers are not rushed and have the time they need to support people in a person centred way.

The physical environment contributes to some degree to people's well-being. Some big investments have been made and further work is planned. Parts of the service are dated but it is clean and homely and people have a say in how it is decorated.

People have a voice and can exercise choice. This includes spending time at home as well as in the local area either working or pursuing their interests and hobbies. Care workers are flexible and work shifts to meet people's needs.

Care and Support

The relationships people have with those who care for them is very good. There is a natural friendliness among people which shows a rapport has been built. Care workers are motivated, with one talking fondly about people and *“the bond we have with each other”* adding *“we are like a family”*.

Care records are comprehensive and person centred. There are care and support plans for a range of areas including social & emotional care; physical health care needs and behaviour support plans. There are also risk assessments for maintaining a safe environment, road safety awareness and spending time in the community. Daily activity diaries contain information about how people spend their time and daily care is written contemporaneously in an electronic app. These records help to inform people’s individual care and support plans. Care workers find the records helpful and have time to read them.

Records show people’s physical health needs are met. Referrals are made to health professionals as needed, and routine dental and opticians appointments are mostly up to date. A district nurse visits the service regularly and care workers feel able to discuss any concerns they have with them.

Care workers are able to recognise signs of skin pressure damage and say they know people well meaning they can recognise when people may be unwell or need medical attention.

There are opportunities for people to do things that matter to them. This includes voluntary work, going to local day centres and other local community groups. One person said how they enjoy taking photos in the local area and going to places they like. Some people are happy helping at home and this includes some cleaning and meal preparation, with one person happily baking cakes during the inspection and another was making a card.

There is some understanding of the importance of good nutrition. Meals are made using mostly fresh ingredients and there is little reliance on processed food. People have some choice over meals and care workers are flexible to accommodate people’s preferences. The kitchen is new and is a sociable area within the service. Some people are encouraged and supported to obtain and maintain a healthy weight, but personal choices are respected.

Environment

People live in a service which is suitable for their needs. It is clean, well maintained and in reasonably good decorative order. Some significant work has been completed in the last year, including a new roof with solar panels, a new kitchen and a new office for the manager outside the main property. There is a plan to carry out some redecoration internally and some greater attention to detail would enhance the environment further.

Bedrooms are personalised with items of furniture, photographs and other ornaments. There are enough communal bathrooms and toilets, meaning people have easy access to these facilities.

Care workers are responsible for keeping the service clean and feel they have enough time to do this. Cleaning is done to a good standard, with people assisting where possible.

There is a lounge and a dining area where people can spend time with others, and each bedroom has enough space for an armchair meaning people can spend time comfortably in their room if they choose to do so.

Leadership and Management

There are some robust governance arrangements in place to monitor quality. The responsible individual (RI) visits the service regularly and is in almost daily contact with the manager. The report written by the RI shows people and care workers are consulted about the service. The quality of care report is comprehensive and reflective, but quotes from previous CIW reports are included which could be misleading.

Supervision is carried out and care workers feel they get constructive feedback on their work. As part of supervision, care workers are encouraged to think about their training & development needs, to reflect on their performance and to consider future plans. In addition to formal supervision, care workers are able to talk with colleagues and managers more informally and are confident of a timely and helpful response. Annual appraisals are also carried out with care workers.

There is a good focus on professional development with care workers saying they have the training they need to safely and effectively carry out their duties. The matrix shows most training is up to date and covers a range of areas including first aid, record keeping and challenging behaviour.

Care workers are appointed following a safe recruitment process. Files are well organised and easy to navigate. They contain details of suitable references and security checks as well as a record of a comprehensive orientation and induction period when they start work at the service.

Care workers feel valued and say they work well together as a team with some very experienced care workers being complimented by the skills and ideas brought by newer staff. They can raise any ideas or concerns and are confident of getting a timely and helpful response.

Care records and staff files are stored securely.

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

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N/A	No non-compliance of this type was identified at this inspection	N/A
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