



# Inspection Report on

**Windsor Street**

**Aberdare**

## **Date Inspection Completed**

04/07/2024

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## About Windsor Street

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Planned Support Services Ltd
Registered places	4
Language of the service	English
Previous Care Inspectorate Wales inspection	18 <sup>th</sup> July 2023
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

The service supports people to be as independent as they can be. People can choose how they want to live their lives and what activities they participate in. Care workers know the people they support well and provide good continuity of care. Care workers understand people's needs and respect their preferences. Care documentation is person-centred. It contains information about the person and the practical care and support they require. Risks to people's health and safety are assessed and managed. Care documentation is kept up to date through regular reviews.

Care workers are happy working for the service and feel supported and valued. Care workers are safely recruited and trained to meet the needs of the people they support. Staffing levels are sufficient, and turnover of staff is low. The management have good oversight of service provision and there are systems in place to assess the quality of care provided. The environment helps encourage people's independence and is comfortable, clean, and safe.

## Well-being

People are treated as individuals and can choose how they want to spend their time. Care and support provided is person centred. This means it is tailored to people's specific needs. Personal plans detail the best ways of supporting people to achieve their personal outcomes as well as supporting people to remain safe. People choose their own daily routines and decide how they want to spend their day. Care workers provide support so people can participate in activities and access community facilities.

There are measures in place helping to protect people from harm and abuse. There is a safeguarding policy and care workers receive relevant training. Care workers know the procedure for raising concerns and are confident the management would act appropriately if a concern was raised. People have risk assessments in place which help manage risks to people's health and safety.

People are supported to remain as healthy as they can be. Effective care planning supports people's overall health and well-being. People have access to health and social care professionals when needed. Medication is stored and administered in line with best practice guidance. People are encouraged to have a healthy diet and participate in activities. There are appropriate infection control measures in place which are reflective of the services infection prevention and control policy.

The environment is well-maintained and helps support people's well-being. People live in their own self-contained flats which are personalised to their preference. Flats are suitably furnished and decorated throughout. A rolling programme of maintenance and repair ensures the environment, its facilities and equipment are safe to use. We completed a visual inspection of the environment on the day of our inspection and did not identify any obvious hazards.

## Care and Support

People receive a good standard of care and support delivered by a dedicated team of care workers. Staff turnover at the service is low which means people get good continuity of care. People told us they get on with care workers and provided positive feedback regarding the care and support they receive. One person said, *“The staff are good as gold”*. Another person told us, *“I like to do activities with the staff, I like going to art group and to the café”*. A relative of a person commented, *“I continue to be amazed by the support and efforts made to ensure X is well cared for”*. Observations we made on the day of our inspection support the positive feedback we received. We saw care workers interacting well with people, showing warmth and kindness.

Personal plans record in detail how each person prefers to be supported. They highlight what people can do for themselves as well as providing guidance to care workers for areas where support is required. Deprivation of Liberty Safeguards (DoLS) authorisations are in place. These documents are needed where people lack capacity to consent to their care and support in order to keep them safe from harm. Risk assessments are also present, these enable people to live the life they choose, with measures in place to manage known risks. Personal plans are reviewed regularly to ensure information recorded remains current. However, we did not see evidence of people, or their representatives being involved in the review process, we discussed this with the management who assured us the matter would be resolved.

Support is provided to enable people to live a healthy life. People with medication needs are catered for. We saw medication is securely stored and medication administration recording (MAR) records suggest people receive their medication as prescribed. Regular medication audits help to identify and action any discrepancies. Information relating to specific medical conditions and how they are managed is recorded in people's personal plans. Records show health and social care professionals are contacted for advice and support when any changes occur in people's presentation.

Personalised activity programmes show people can do the things they enjoy. We saw people have access to a wide range of activities. These activities comprise of leisure pursuits, household tasks, vocational and educational opportunities. On the day of our inspection, we saw people being supported to access the community and attend a work placement.

## Environment

Windsor Street is situated near the town of Aberdare and provides easy access to the community and its facilities. The service consists of four separate self-contained flats. Each flat has its own living room, kitchen, bedroom, and bathroom. We saw people can personalise their flat by choosing their preferred décor and making it homely by adding personal items such as pictures, photographs, and ornaments. People also have their own garden area they can access when they choose to do so. People are encouraged to care for their own environment and are supported to complete general household tasks such as hoovering, washing dishes, and laundering their clothes.

The service is safe and well-maintained. Utilities such as gas and electricity are routinely tested by suitably qualified trades people. Fire safety features are regularly serviced. There is an up-to-date fire risk assessment and people living at the service have Personal Emergency Evacuation Plan's. Care workers undertake routine fire drills to familiarise and re-enforce evacuation routes and practices. All visitors to the service are requested to sign the visitors book on arrival and professional identities are checked. Sensitive information and care documentation is appropriately stored to ensure people's privacy is upheld.

## Leadership and Management

Measures are present to ensure care workers are safely recruited. We examined a number of personnel files, and saw all the necessary suitability checks are completed before potential employees commence work. Care workers told us they worked shadow shifts as part of their induction which prepared them well for their roles. Training relevant to the needs of supported people is provided. However, we found training in relation to the management of behaviours that challenge has not been provided. As this service provides care and support to people who can display behaviours that challenge, this training is needed. We told the management team this was an area for improvement. We would expect the matter to be resolved by the next time we inspect.

Care workers enjoy their work and feel supported by the manager. Care workers we spoke to say the manager is “*really good*”, “*helpful*” and “*supportive*”. We saw team meetings take place on a regular basis giving the opportunity to share information and for group discussions regarding operational matters. In addition to this, records show care workers receive the recommended levels of formal support, including supervision sessions every three months and an annual appraisal. On the day of our inspection, we saw sufficient levels of staff working at the service and examination of the rota shows target staffing levels are consistently being met.

Written information regarding the service provided is available to view. The statement of purpose sets out the aims and values of the service as well as information in relation to staffing and the range of needs catered for. There is a user guide containing useful information including the complaints procedure. We found these documents accurately reflect what the service offers. Other written documents we viewed included a cross section of the services policies and procedures. We found they contain a comprehensive level of information which is kept under review and updated when necessary.

Arrangements are in place to monitor the service provided. The manager completes regular audits to ensure the service is running smoothly. The Responsible Individual (RI) regularly visits the service to assess its performance. Formal quality of care reviews take place every six months. We looked at the latest quality of care reports and found they could be strengthened by better evidencing consultation with supported people and others involved in the service. We discussed this with the management team who assured us they would address the shortfalls we identified.

### 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. 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
36	The provider is not compliant with regulation 36(2)(d). This is because not all staff are up to date with their core training requirements, in particular Positive Behaviour Management Training.	Not Achieved
73	The provider is not compliant with regulation 73(1)&(3). This is because the RI has not visited the service every three months as required. and there is no documented evidence the RI has spoken with people and staff to inform improvements.	Achieved

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