



Inspection Report on

Severn View Park Residential Care Home

**Clos Griffin
Portskewett
Caldicot
NP26 5DG**

Date Inspection Completed

03/10/2024

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About Severn View Park Residential Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Monmouthshire County Council Adults and Children's Services
Registered places	32
Language of the service	English
Previous Care Inspectorate Wales inspection	18 September 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

People are happy and well-supported by dedicated care workers at Severn View Residential Park. People are supported to engage in a wide variety of activities to keep them stimulated and active. People can choose how they want to spend their day and are encouraged to take part in activities that are meaningful and beneficial to them. People's personal plans focus on their well-being, although these do vary in quality. Some personal plans should be more robust to ensure they outline people's health and emotional needs and risk areas comprehensively.

Since the last inspection, the service has moved to a new setting. The purpose-built accommodation offers an excellent environment that promotes people's independence and well-being. People can choose to decorate their personal space as they please. High quality communal décor gives a homely and relaxing atmosphere which has had a notably positive impact on peoples' well-being.

The manager has embedded robust governance arrangements that ensure a smooth and effectively run service. The responsible individual (RI) regularly attends the service and has good oversight. Effective quality assurance tools are used to aid continuous development of the service. Care workers are consistently supervised by a supportive manager. The recruitment of staff and induction of agency care workers should be more robust to ensure people are consistently safe and well-cared for.

Well-being

People have control over their day to day lives and do the things that make them happy. People have choice in every aspect of their daily lives, including what they want to wear, what they want to eat, and what they want to do. A varied activities schedule ensures people are kept stimulated and continue to learn and experience new things so that they can reach their full potential. The home welcomes an array of visitors who engage people in activities such as craft groups, music performances, and gardening. Some people have gained educational qualifications because of these activity sessions, demonstrating the home's commitment to support people's continuous learning and development. People are supported to do the things important to them. The home has a minibus which is used for personal outings and group trips. People's religious needs are met by fortnightly church services. People told us there is always lots to do and that their needs are met.

People are listened to, and their individual circumstances are considered. Every person has a dedicated keyworker, who ensures they are maximising their well-being potential. Feedback is regularly sought from people and their representatives, and this is used to improve people's experience within the home. For example, the time of main mealtimes was changed following consultation with people and their families. This has led to people enjoying a fuller breakfast which has positively impacted their weights and physical health. People's friends and families can visit the service at any time and are encouraged to treat the setting like their own home.

People live in a home that suits their needs and supports them to achieve well-being. A new and purpose-built building offers people a high-quality and relaxing environment which has had a positive impact on their well-being. The service provider has gone to great lengths to ensure the new setting provides a homely and comfortable atmosphere. People have choice over where to spend their time in exceptionally decorated sitting rooms, dining areas, and bedrooms. The open-plan environment allows people to walk freely between different sections of the home and gardens, which has had a positive impact on people's physical mobility and emotional health.

People are mostly safe from harm and abuse. The service provider follows robust safeguarding protocols in the event of a safeguarding concern. People's keyworkers regularly ask them if they have any worries. The service provider is in the process of developing a written guide which will outline how people can raise a concern or make a complaint. Safe recruitment of care workers and induction of agency care workers should be more robust to ensure people are always safe.

Care and Support

People are treated with dignity and respect by enthusiastic and dedicated care workers. Care workers know people well and understand their needs. People's personal plans include very detailed social histories. This is important so that care workers can get a sense of who the person is and what is most important to them so they can achieve well-being. Personal plans mostly provide care workers with the information necessary to deliver person-centred care. This means care workers tailor their care delivery based on the needs and preferences of people. Care workers are proactive and sensitive to people's needs. We observed high-quality and individualised care being delivered to people. At the time of our inspection, some care workers supported people to look through photographs and complete crosswords. This had a notably positive impact on their emotional well-being. Care workers also made effort to improve someone's mood by singing to them and bringing them tea and cake. Care workers were respectful of people's personal space and allowed them to relax in their own company.

Personal plans have recently been transitioned to a new electronic system. Although all personal plans are very person-centred in nature, we note plans vary in quality. Some personal plans do not include robust enough information relating to people's health needs and risk areas. The service provider offered us assurance that standardising personal plans using the new electronic system is currently an improvement area of priority. Personal plans are generally reviewed in a timely way. Incidents and accidents are logged and reviewed in a robust manner. Records of well-being activities are well-maintained.

People offered very positive feedback about the service and care workers. One person described care workers as *'Perfect'*, whilst another person said, *'The carers are really good to me.'* Another person commented *'They do well here. They are kind. I really like it here.'*

People are supported to take their medication safely. Medication trained staff administer medications as per the prescribers' guidelines. Medication is safely and discreetly stored in people's bedrooms. Medical and professional advice is sought promptly for people to ensure their physical and emotional well-being is maintained.

Environment

People are supported in an excellent location and environment that promotes the achievement of their personal outcomes and well-being. Since our previous inspection, the service provider has moved to a new, purpose-built setting. The location, design and size of the premises has been meticulously planned to ensure it meets the needs of people using the service. A user-friendly circular layout helps people navigate the building. The open-plan and single floor design encourages people to mobilise around all areas of the home and its grounds, which has positively impacted people's confidence, mobility and overall health. People's independence is promoted and maintained. All people have easy access to necessary facilities and equipment to meet their needs.

The new building offers spacious and exquisitely decorated communal areas for people to relax and socialise. The service is made up of four communities that are linked by large corridors. Each community is colour-coded, helping people navigate their way around. All communities have their own living, cooking, and wash facilities. People can choose between sitting areas, dining areas and quiet nooks to spend time. There is also a cinema room used for social events. Well-kept external areas offer space for people to walk around or relax outside. Self-opening doors mean people can access external areas independently. A communal hub, located at the centre of the service, offers a space for people to connect and engage in large-scale activities. People can decorate their bedrooms to meet their personal tastes and preferences. One person told us '*They do very well here. They try to make it feel like home.*' Bedrooms are large and all have en-suite facilities.

The environment is safe and secure. On our arrival we were asked to sign a visitors' book. A secure gate system helps to keep people safe when they choose to spend time outside. The service provider successfully identifies and mitigates risk to health and safety, ensuring people's safety as far as reasonably practicable. The service provider complies with relevant health and safety legislation and national guidelines. All building certification is in place. A maintenance technician observes robust health and safety checks of the building, including regular checks on fire alarms and equipment. People participate in regular fire drills and all people have a Personal Emergency Evacuation Plan (PEEP) which outlines how best to support them in the event of an emergency.

The service provider promotes effective hygiene and infection control protocols to manage the risk of infection. A robust infection control policy helps to keep people safe. Robust cleaning schedules are followed ensuring a pristine environment. Personal Protective Equipment (PPE) is readily available and used by staff to maintain high levels of hygiene.

Leadership and Management

People are provided with accurate and thorough information about the service. A comprehensive statement of purpose (SOP) reflects the service provided which helps people choose a service which can meet their needs. A written guide to the service is being completed by the service provider so that people know what opportunities are available to them and how the service can best support them. Key policies underpin safe and consistent practices.

Effective governance arrangements ensure a smooth and effectively run service. The manager is experienced and dedicated to their role. They demonstrate clear commitment to providing high quality care and support to people to help them achieve wellbeing outcomes. The manager has good oversight of the day-to-day running of the service and completes a range of quality assurance audits to help identify areas for improvement. These improvement areas are acted on promptly. The RI has a regular presence at the service and knows people well. RI quarterly visits are completed in-line with the regulations and in a robust way. Proactive auditing provides the RI with good oversight of the service provided. Feedback is regularly sought from people and care workers and used to improve the service.

People are supported by care workers who are valued and developed by the service provider. Most care workers are trained in core and specialist training needed to deliver safe and effective care. Care workers are regularly supervised. Supervisions provide care workers the opportunity to discuss personal issues and development needs. Care staff offered us very positive feedback about the service. All care workers we spoke to told us they feel very supported by management. One staff member told us *'I love my job. Everyone is brilliant, we all work well together. Great morale.'* Another care worker described the staff team as *'Perfect.'* All care workers we spoke with think people receive very high-quality care.

People are not always supported by care staff who are suitably recruited and inducted into the service. The service provider must ensure that all persons working at the service, including temporary and agency workers, undergo an induction appropriate to their roles and are made aware of their responsibilities. This is to ensure people receive consistent and sufficient care to maintain their well-being. At the time of our inspection, we could not evidence agency support workers undergoing appropriate induction, which puts people at risk of improper care. Whilst no immediate action is needed, this has been identified as an area for improvement and we expect the service provider to take timely action.

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

Regulation	Summary	Status
36	The service provider does not have a robust induction procedure for agency care workers to	New

	ensure they have the right knowledge to undertake their roles safely and effectively.	
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