



Inspection Report on

Edgeworth

Colwyn Bay

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Description of the service

Edgeworth is located in Rhos on Sea. One of the flats provides care and support for up to two people with learning disabilities and mental health needs. The provider is Coed Du Hall Ltd and the responsible individual is Michael Hartey. At the time of our visit a manager had been appointed to oversee the service who is registered with Social Care Wales.

Summary of our findings

1. Overall assessment

People living at Edgeworth receive a good service which supports and meets their needs. They are listened to and encouraged to make choices about their lives and the care and support they want and need. People told us they were happy living there and felt able to say if things were not right. Relationships between people and staff were positive and there was a relaxed atmosphere. People live in a flat which is homely and personalised. They are supported by staff who carry out their roles and responsibilities effectively.

2. Improvements

A manager has been appointed to oversee the running of the service.

Care Inspectorate Wales (CIW) have been notified of events which affect the well-being or safety of people.

People are aware of and feel able to raise concerns.

3. Requirements and recommendations

Section five of this report sets out our recommendations to improve the service. This includes:

- Care plans and risk assessments
- Responsible Individual visits
- Quality of care review

1. Well-being

Summary

People have a voice and are encouraged and supported to make choices about what they want and how they spend their time. They feel happy, content and safe with staff who understand their needs and they have positive relationships with.

Our findings

People are listened to and can do the things that are important to them. We looked at a care plan and daily records which showed a person was involved in the care and support they wanted and needed. Monthly keyworker meetings were held which we spoke to a person and a staff member about. A person wanted to buy a pet and a member of staff showed us the plan they had put together to discuss with them about the cost, keep and care that would be involved. Consideration was also being given to other possible options such as adopting a pet. We saw that this was one of the actions recorded at the last key worker meeting. We were told by a person about the voluntary work they did two days a week and what their job involved. We saw in a persons care plan that visiting relatives was important to them and they told us this was happening. People are happy and content with the service they receive.

People needs are understood by staff who keep them safe. A person told us they liked the staff that supported them and they felt able to raise any concerns they might have. Staff talked fondly about a person and the progress they had made, including how they had seen a reduction in behaviours as the individual was more settled and comfortable with them. We saw that risk assessments were in place; however one particular assessment was in need of review so as to provide more detail for staff to follow to protect the person, themselves and others. This was discussed with the manager who agreed to address this. We found that CIW were being notified of events affecting peoples well-being and safety. We looked at incident forms and the manager told us there was still some improvements to be made with what incidents and information staff were recording. People are mostly safe and protected from harm.

2. Care and Support

Summary

People are involved in their care plans and decision making. They are comfortable and settled with staff who know them well and give them consistent and continuous care.

Our findings

People are supported by staff who enable them to take control of their own lives. We saw minutes of key worker meetings which showed that requests by a person were being acted upon. On the day we visited a person was going out to do the food shopping and we saw a shopping list they had helped to put together. Independence was promoted where possible, including using the self service scanners at the local supermarket. We found the home to be clean and tidy and an individual said they helped to keep it clean and we saw them putting a mop and bucket away that had been used to clean the bathroom. We observed that there was a natural familiarity between a person, staff member and the manager. They were treated with dignity and respect and asked by staff about their preferences and encouraged to make their own choices throughout our visit. People are involved in making decisions which affect their lives.

People are supported by staff who understand them and are able to meet their needs. We looked at records which showed that a person had been involved in their plan of care. We spoke to the manager and a staff member who had a good understanding of the individual and their needs. A member of staff told us about the support they provided to a person and how the small staff team worked well together and promoted consistency of care and support. We looked at a communication book which showed staff informing each other of any issues or requests, which were being acted upon. We saw positive interactions between a person, staff and the manager which provided a relaxed and caring atmosphere. People's individual needs and preferences are understood.

3. Environment

Summary

People live in a home which is welcoming, comfortable, clean, homely and personalised.

Our findings

People feel included, uplifted and valued because they are supported in a personalised environment which is appropriate and meets their needs. At the time we visited there was only one person living in the large two bedroomed flat. A person showed us around their flat which was well maintained, with good quality furniture and decoration making it comfortable and homely. We saw a person's bedroom which was personalised and their belongings were seen throughout different rooms in the flat such as DVD's, CD's and other items. We found the home to be clean and tidy and a person also told us they helped to keep it clean. Information was kept stored confidentially in a locked cupboard. We were asked to sign the visitor's book when we arrived and when we left. People live in accommodation which meets their needs.

4. Leadership and Management

Summary

People living at the service and staff working there know how to raise concerns or make complaints and are supported to do so. Staff feel supported to carry out their roles and responsibilities effectively. The quality of care review needs to be completed.

Our findings

People know they can complain if they are not happy. A person told us they felt they could raise any concerns they had. Information about complaints was contained within the Statement of Purpose and service user guide, which were available on the table in the hallway. We discussed with the manager about any concerns raised about the service and the actions that had been taken. People are able to express their concerns.

People are supported by staff who feel valued and are given clear direction. The manager and deputy manager oversee the running of this service and another service in the same location. They provide support to a small stable staff team. A staff member told us they were clear about their roles and responsibilities, felt supported, enjoyed their work and could approach the manager if there were any issues. They also confirmed they received regular supervision and records we looked at evidenced that formal supervisions were being carried out. We were told by the manager and deputy manager that they had recently carried out an audit of staff files and identified some gaps which they were already addressing. We looked at one staff file which had only one form of identification instead of two and although they had completed the induction process this had not been signed. We saw that this had been picked up by the management during their audit and this was being addressed. People benefit from a service where staff are well supported.

People receive a service which takes into account peoples views. There are systems in place which monitor the quality of the service being provided. We were told by the manager that the last responsible individual visit was completed in April 2018, there had been another visit since but this had not been recorded. We discussed the annual quality assurance report and the manager told us they were looking at how best to obtain and collate responses into a report. People can contribute to the development of an improving service.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

We recommend the following:

- Care plans and risk assessments should be reviewed to ensure they are updated to include changes in needs and detail actions to be taken by staff to keep people and others safe.
- Visits completed by or on behalf of the Responsible Individual should be recorded.
- A quality of care review should be completed with a report being compiled from the feedback received.

6. How we undertook this inspection

This was a full routine inspection. We carried out an unannounced visit on the 9 October 2018 at 11:00 a.m. which was unsuccessful as the person living at the service was out. We returned on the 17 October 2018 which was an announced visit between 10:30 a.m. and 14:30 p.m.

The following methodology was used:

- We spoke in private to a person receiving a service and the member of staff supporting them.
- A person showed us around their flat.
- We held discussions with the manager and deputy manager.
- We looked a sample of records including a care plan, daily records, communication book, a staff file, visitor's book, Statement of Purpose, Service User Guide and training.

We provided feedback to the manager and deputy manager at the end of the inspection.

Further information about what we do can be found on our website:

www.careinspectorate.wales

About the service

Type of care provided	Adult Care Home – Younger
Registered Person	Coed Du Hall Ltd
Registered Manager(s)	A manager has been appointed
Registered maximum number of places	2
Date of previous Care Inspectorate Wales inspection	18 May 2017 & 22 May 17
Dates of this Inspection visit(s)	9 October 2018 and 17 October 2018
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	Not considered at this inspection
Additional Information:	