



Inspection Report on

Bramble Cottage

**Cwm-yr-allt Lane
Hengoed
CF82 8AW**

Date Inspection Completed

06 June 2019

Welsh Government © Crown copyright 2019.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.

Description of the service

Bramble Cottage offers care and accommodation to three adults with a learning impairment. There are two individual rooms in the main building and a separate self-contained unit within the grounds. It is located in a semi-rural location close to the facilities and amenities of Hengoed and Caerphilly.

The registered provider for this service is Values in Care Ltd. They have appointed a manager who is appropriately registered with Social Care Wales. At the time of the inspection there was not a nominated person with responsibility for oversight of the service (known as the responsible individual) however an application was pending with CIW.

Summary of our findings

1. Overall assessment

Bramble Cottage offers people a safe, clean and warm environment where their needs are met by staff who know them well and who are trained appropriately for the role. Some improvements are required to the quality of documentation and greater oversight is needed by a responsible individual. However, we did not find these issues detracted from the quality of care provided or the positive outcomes for people living there.

2. Improvements

The service was able to demonstrate consideration had been given to the recommendation made at the previous inspection in relation to documentation.

3. Requirements and recommendations

Section five of this report provides full details of the requirements and recommendations we have made in relation to this service. In summary these are:

- Introduce a robust system for reviewing care delivery plans that includes evidence of consultation with the individual or their representative and a review of the extent to which individual outcomes have been achieved
- Ensure there are visits to the service at least every three months by a nominated responsible individual
- Review and update the content of the policies relating to whistleblowing and safeguarding

1. Well-being

Summary

This is a good service where emphasis is placed on the emotional, social and physical well-being of the people living there.

Our findings

The emotional well-being of people is promoted by staff who know residents well. We observed interactions between residents and staff members. These were warm, friendly and encouraging at all times. Staff showed they fully understood each resident's communication needs even where people were unable to communicate verbally. This meant staff were able to work inclusively with people giving them a sense of belonging. A review of the information available via notifications made to us by the service provider demonstrated that where there had been incidents that affected the well-being of individuals, the provider had taken prompt action to address this and to minimise any risks moving forward. On this basis we are satisfied the provider takes all appropriate steps to maintain and promote the emotional health of people living at Bramble Cottage.

There is a clear emphasis on supporting each individual to have social opportunities they enjoy. On the day of the inspection residents were due to visit 'the hub'. This is an activities centre operated by the provider, which is staffed by employees who have received additional training in providing activities for people. One resident we spoke with was able to communicate how much they were anticipating this trip. The manager explained that people visit the hub several times each week and this was confirmed by a review of resident records. Another person was due to attend a 'teach' class. This was an activity aimed at promoting hand/eye coordination as well as shape recognition. Staff then explained how they integrate this activity into every-day tasks such as putting cutlery away. We also observed residents sharing communal spaces together. This further enhanced the social well-being of those living at the home.

People are supported to maintain their physical well-being. A review of the resident records showed the service produced care plans for essential aspects of people's physical health. This included plans and risk assessments for behavioural challenges people might face, assistance with managing continence and records relating to the nutritional intake for individuals. There was evidence the service made contact with health professionals when this was required. One resident explained, with support from staff, how they had been supported to move rooms following a change in their physical presentation. Based upon this we are satisfied the home ensures people receive the support they require to remain as healthy as possible.

2. Care and Development

Summary

Whilst some improvements to the quality and content of documentation are required, we nevertheless find that Bramble Cottage provides people with good quality care and support.

Our findings

The service recognises people's needs and plans how they are to be met accordingly. We reviewed care plans and saw the service had appropriate ones in place which were supported by comprehensive risk assessments. There was some evidence that plans had been reviewed at the required intervals, however the process for review should be strengthened. For example, there was no significant record of the review as is required and we could not see that residents (or their representative) had been consulted as part of the process. In addition, we found the review format used did not meaningfully consider outcomes for people. Whilst these matters mean the service is not fully meeting legal requirements, we did not see that residents were negatively affected. Furthermore, we discussed these matters with the manager and saw that the provider had started to explore how reviews might be improved. Based upon what we saw though, we were satisfied the service seeks to ensure staff have the information needed to safely and effectively meet individual needs.

People are treated with dignity and respect by staff who appear compassionate and caring. We heard staff interacting with residents in a warm and friendly manner throughout the inspection. People's wishes were sought and respected throughout the time we were there. One resident commented that staff were "nice" and we saw displays of warmth between staff and the people living there. The interactions we witnessed demonstrated staff knew residents well and were able to react promptly and affectively to needs even where people had very limited verbal communication.

We also saw evidence that people's independence was promoted and encouraged within the context of their individual needs. Care records outlined when people had undertaken tasks associated with meeting their own needs. We also noted that where people needed the assistance of staff, people were still encouraged to do as much as they could for themselves.

Therefore, this is a service which recognises people as individuals and seeks to support them to do as much as they can independently. This helps to promote a sense of self-worth for those living in Bramble Cottage.

3. Environment

Summary

We did not consider this theme in depth but note that Bramble Cottage offers people a comfortable home where their needs can be met in appropriate surroundings.

Our findings

People live in a domestic setting that is appropriate to their needs. We saw the home offers people a homely environment. People's rooms were decorated to their taste and contained items of importance to them. There was a communal lounge which was comfortably furnished and allowed residents to spend time together when they wished. Residents also benefitted from a communal dining space. The home was clean and well maintained throughout. One resident told us they thought the home was "*nice*". Whilst the home can meet the needs of people with some mobility problems, it is not suited to those who use a wheelchair for getting around. This is made clear within the statement of purpose. Thus Bramble Cottage ensures people enjoy a sense of well-being from being in warm, comfortable and homely surroundings.

The home has ample outdoor space for residents to enjoy. There was a large, lawned garden which was equally well maintained. We noted a patio area with outdoor furniture. Residents also had space for car parking within easy reach of the home. People are supported to use the outdoor spaces as they wish. Resident well-being is therefore promoted by having access to both indoor and outdoor space that is appropriate to their needs.

4. Leadership and Management

Summary

People living in Bramble Cottage benefit from a service that is well managed. Improvements in the frequency of visits by a nominated person with responsibility for service oversight are however required. We identified some policy documents that require updating.

Our findings

The service benefits from robust day-to-day management. There is an appointed manager who is appropriately registered with the workforce regulator. Discussions with the manager demonstrated she knew the service, its residents and the staff well. We saw records for (Social Care Wales) training and staff supervision (a one-to-one meeting between the staff member and a manager where training needs, development needs, issues and concerns are discussed), which were well maintained and which showed that staff received supervision on a regular basis. This is important to maintaining a motivated workforce who feel able to provide people with good quality care and support. Any issues arising within the home had been addressed appropriately and promptly. This was confirmed by a review of the information held by CIW. We are therefore satisfied residents benefit from living in a well managed service where their well-being is given prominence and importance.

A review of policy documents for whistleblowing and safeguarding showed these require some updating. We advised the whistleblowing policy would benefit from providing staff with greater detail of the support they will receive should they report any concerns or issues. This is important to ensuring a transparent service where learning from issues is viewed as important. Similarly, the safeguarding policy should be revised. This policy outlines the steps the provider will take to ensure people are protected from abuse or neglect. The policy we saw did not reference recent legislative changes and contained reference to government guidance which is not relevant to people living in Wales. It is recommended these documents are updated at the earliest opportunity and this will be considered at a future inspection. Nevertheless, the service is clear about its aims, objectives and how it will work with people to promote their well-being. The statement of purpose (the document which should clearly outline how the service will be delivered) was reviewed and found to be comprehensive and detailed.

The service provider generally maintains clear oversight of the service and works with the home's management to ensure it is continually improving. We saw a quality of care review was completed for the period between November 2018 and April 2019. This demonstrated the views of residents were taken into account and resident well-being is given importance at all levels within the organisation. There has recently been a change in responsible individual and at the time of this inspection the final application for the newly nominated person to this role had not been received by CIW. This change in personnel has had some impact upon provider oversight at the service. We were advised that a formally documented visit by a responsible individual had not been made to the service since October 2018. Whilst the service provider is not fully meeting legal requirements in this respect, we were nevertheless satisfied this had not detrimentally impacted upon the day-to-day life of people using the service.

5. Improvements required and recommended following this inspection

The service needs to take action to ensure the following parts of the Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017 are fully met:

Regulation 16 (3) – reviews of personal plans must include a review of the extent to which the individual has been able to achieve their personal outcomes

Regulation 16 (4) – when carrying out such reviews the service provider must include the individual, the placing authority (if applicable) and any representative (if appropriate)

Regulation 17 (a) (ii) – the service provider must keep a record of the outcome of any review

Regulation 73 (3) – the responsible individual must visit the premises at least every three months

These areas of the regulations require attention and will be considered at the next inspection. However, we found that these matters did not detrimentally impact upon the well-being of residents.

5.1 Areas of noncompliance from previous inspections

No areas of noncompliance were identified at the previous inspection

5.2 Recommendations for improvement

We make the following improvement recommendations:

- Review and revise the policy documents for whistleblowing and safeguarding in line with the comments in the body of this report
- We recommend the provider considers Welsh Government's 'More than just words: Follow on strategic framework' for Welsh language in social care.

6. How we undertook this inspection

We considered the following sources during this inspection:

- Information held by CIW about the service
- Discussion with the appointed manager
- Review of policy documents relating to complaints, whistleblowing and safeguarding
- Consideration of the Quality of Care Review for November 2018 – April 2019
- A visual inspection of areas of the home used by residents
- A review of care documentation
- Consideration of the records relating to staff training and supervision
- Conversations with residents
- Observations of the care and support provided to residents
- Review of the statement of purpose

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

www.careinspectorate.wales

About the service

Type of care provided	Care Home Service
Service Provider	Values in Care Ltd
Manager	Amy Morgan
Registered maximum number of places	3
Date of previous Care Inspectorate Wales inspection	25 October 2018
Dates of this Inspection visit	06 June 2019
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	No. The service is situated in a primarily English speaking area and therefore has not had to anticipate, identify or meet the Welsh language needs of the people who use or intend to use the service. We recommend the provider considers Welsh Government's 'More than just words: Follow on strategic framework' for Welsh language in social care.
Additional Information:	

Date Published 25 July 2019