



Inspection Report on

Garth

Date Inspection Completed

03/07/2019

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Description of the service

Summary of our findings

Garth is a care home, which is located in a residential area of Denbigh and provides care and support for two people with mental health (functional) condition. The service is owned by Mental Health Care (Community) Limited and there is a responsible individual (RI) overseeing the service. The manager is registered with Social Care Wales.

1. Overall assessment

Overall, we found people living at Garth receive a good quality of care. People's voices are heard, their choices are respected and staff provide support in a relaxed manner as and when needed. Independence is encouraged to promote individuals skills inside and outside the home. Different hobbies and interests are pursued by people at their own pace. Garth is homely, nicely decorated, personalised and meets the need of the people living there. The staff team work well together and receive training in line with their roles and responsibilities. Systems are in place to continually monitor and improve the service people receive.

2. Improvements

The home was recently re-registered under the new Registration and Inspection of Social Care Wales Act 2016 (RISCA) and this was their first inspection under the new legislation. Any improvements will be considered as part of the next inspection

3. Requirements and recommendations

Section five of this report sets out our recommendations to improve the service. These include the following:

Documentation: staff to record their signatures on people's daily records.

Staff files: all staff files to contain two forms of identification as part of the recruitment process.

1. Well-being

Summary

People are listened to, their choices are respected and independence is promoted. Individuals pursue their own hobbies and interests doing what they want to do, when they want to do it.

Our findings

People express themselves and are as independent as they can be. We spoke to one person who told us how long they had lived at Garth, said they were happy living there and got on well with the other person. They informed us they would be able to raise concerns if they were not happy and also showed us the notice board which had details on it of how and who to make a complaint to. We looked at minutes of key worker meetings, which provided an opportunity for people to speak to a member of staff about what was working and not working for them. This included discussions about home and independence, friends, relationships, community, health and wellbeing and learning, work and education. Documentation we looked at evidenced people's involvement as they were written in their own words for example, *"I like to go about my own business and do my own thing"*. They told us they decided each day what they wanted to do and confirmed they made their own choices and decisions. People's voices are heard and their independence is promoted.

People's individual preferences and interests are respected. We looked at a personal plan with provided information about a person's likes, dislikes, interests and preferences. A one-page profile had been completed including what made a good day and bad day for the person. We spoke to a person about what they liked to do. This included going for walks, art, photography and relaxing at home. We saw that this was reflected in their personal plan and the daily records evidence that this was happening. They told us they had completed a photography course at college with their housemate, which they had enjoyed. When we were leaving, the person was on their way out for a walk with their rucksack and camera. Personal plans contained information about what was important to people both now and in the future. We looked at a report from the responsible individual's most recent visit. This referred to one person having been on their first flight to Dublin, which they enjoyed so much they were planning another trip. Another person had bought a voucher to go gliding and they were looking forward to trying this new experience. We saw that daily diaries were being completed to evidence people's progress, working towards and achieving their outcomes. People can do things that matter to them.

2. Care and Support

Summary

People are able to be as independent as possible and staff support is available when needed. Staff understand their needs and ensure they are supported in the way they want to be. People benefit from having positive relationships with each other, staff and other people.

Our findings

People needs are understood well by a small, familiar staff team. We looked at a personal plan, which contained a lot of detailed information about the person, their history and the care and support they required. One-page profiles included what people appreciated about them, what was important to them and how best to support them. We saw that the individual had been given the opportunity to contribute and influence their personal plan. Also, they made the decision to include people that were important to them. We saw evidence of routine health checks being attended including an annual health check. We noted that on occasions, some appointments had been declined by the person and this was also recorded. General health records showed that the person had access to the appropriate professionals as and when needed. People receive the right care at the right time.

People have positive relationships. We looked at a personal plan, which included information about the people that were important to them in their life. The plan highlighted the importance of the person being able to spend time with their partner, which they loved very much. On the day of our visit we saw the individual enjoying spending quality time together and they decided to go out for a walk. Additionally, we noted that the personal plan included the importance of socialising with other people in the local town. During our visit the atmosphere was very relaxed as the person chatted, laughed and took things at their own pace. People have good relationships with others.

3. Environment

Summary

People benefit from living in a home which is nicely decorated and meets their needs.

Our findings

People live in a home where they feel valued. We saw that Garth was nicely decorated and had been personalised to reflect the tastes of both people living there. One person showed us around the communal areas which comprised of a lounge, dining room, kitchen and bathroom. They also showed us their bedroom and said they were involved in choosing colours for decorating the home. We were also told they liked to keep their home tidy so that they did not have to keep cleaning up. There was a garden for people to access and table and chairs for people to sit outside. A person told us their friend also living at the home had made the planters in the garden and looked after the flowers. The responsible individual visit report included a section on the environment with consideration being given to both inside and outside the home. People live in a home which meets their needs and supports them to maximise their independence

4. Leadership and Management

Summary

People feel listened to and are able to tell others if they are not happy. Staff providing support are well trained and understand their roles and responsibilities. There are systems in place to monitor and improve the quality of the service people receive.

Our findings

People are able to raise their concerns. A person told us to look at the noticeboard in the hallway, which contained information about the complaints officer. The Statement of Purpose and Service User Guide also informed people how to raise concerns. Key worker meetings were held to provide time for each person to speak privately to a member of staff about any issues they may have so that this could be resolved. People can express their concerns and are listened to.

People are supported by staff who understand their roles and responsibilities. A person told us staff were *“great, superb couldn’t say anything about any of them”* and they were *“always supportive”*. Supervision records showed that supervisions and an appraisal had been completed. We spoke to a member of staff who told us that all the staff worked well together and the people living in the home had a good quality of life. We saw in a staff file training certificates which evidenced training in understanding schizophrenia, self-harm, diabetes awareness, effective communication and medication competency training. We looked at one staff file which did not include two forms of identification. We spoke to the manager and they assured us that they would address the matter. We found all other vetting checks had been undertaken to ensure that people were recruited safely to protect the people they support. We conclude that people benefit from a service where staff are supported and trained.

There are systems in place to monitor the quality of the service. We looked at the last Responsible Individual visit report dated 24 May 2019. This included reviewing any recommendations made, speaking with people living at Garth about whether they were happy and any future goals. The report also referred to a recent internal regulation and compliance visit which had not identified any significant concerns. We saw a picture of the Responsible Individual on the notice board in the hallway and a person told us who they were and said they had visited them. People are supported by a service which is committed to improving.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

This was the first inspection of the service following re-registration under The Regulation and Inspection of Social Care (Wales) Act (RISCA) 2016.

5.2 Areas on non-compliance from this inspection visit

None

5.3 Recommendations for improvement

The following are recommended areas of improvement to promote positive outcomes for people:

Documentation: ensure that staff sign and date records.

Staff files: ensure that staff files contain two forms of identification.

6. How we undertook this inspection

This was the first inspection of the service following re-registration under The Regulation and Inspection of Social Care (Wales) Act (RISCA) 2016. A full inspection was undertaken as part of our inspection programme. We made an unannounced visit to the service on 4 July 2019 between 11:00 a.m. to 13:40 p.m.

The following methods were used:

- We spoke with one person living at the service.
- We held discussions with one support worker and the manager.
- We looked at a range of documentation. We focused on one personal plan, reviews, daily records, one staff file, training and supervisions records and the Service User Guide.
- We examined the Statement of Purpose (SoP) and compared it with the service we inspected. This sets out the vision for the service and demonstrates how, particularly through the levels and training of staff, etc., the service will promote the best possible outcomes for the people they care for.

At the end of our visit we provided feedback to the manager at the responsible individual's request.

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	Mental Health Care (Community) Limited
Registered Person	Ryan Sandick
Registered maximum number of places	2
Date of previous Care Inspectorate Wales inspection	05/10/2017
Dates of this Inspection visit(s)	03/07/2019
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	Working towards
Additional Information: The service is working towards the Welsh Language Standards and able to provide some information bilingually.	

Date Published 20 August 2019