



Inspection Report on

Pale Road

**25 PALE ROAD
NEATH
SA10 6BP**

Date Inspection Completed

6/8/2019

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Description of the service

Pale Road is a care home located in a residential area in Skewen, near to the town of Neath. The National Autistic Society own the service and the responsible individual is Carol Povey. The home provides care and support for up to four people. The appointed manager is also responsible for another home in the local area.

Summary of our findings

1. Overall assessment

The quality of care and support provided at the home is good. The people living at the home have lived together for many years. They have a well-developed sense of belonging at the home and positive relationships with each other and with the staff who support them. They are encouraged to make their own choices and lead active and fulfilling lives. Feedback from family members of the four service users was very positive in regard to all aspects of their care.

They take part in a range of social and leisure activities and are supported to go on holiday breaks in the UK and abroad. The home is well presented and maintained and people are involved in the running of the home. The staffing and management arrangements are sufficient to provide the service.

2. Improvements

The kitchen has been replaced and upgraded broadband has been installed since the last inspection.

3. Requirements and recommendations

Section five of this report sets out our recommendations to improve the service and areas where the home is not fully meeting legal requirements.

These includes the following:

- Staff recruitment files. One of the files checked included gaps in the employment history of a staff member which had not been accounted for.
- The statement of purpose. It did not make clear that the manager also had responsibility for another home.
- Service user guides. Do not include all the necessary information.

1. Well-being

Our findings

People have a well-developed sense of belonging at the home. They had lived together for many years and had well developed relationships with each other and with the staff supporting them. This is evidence that people feel confident and secure at the home.

People make their own choices and their views are sought and listened to. Staff had developed effective means of communication with each of the service users and house meetings and key worker discussions took place regularly. Service users attended their review meetings and inclusion meetings to consult with them about their views about their care. They were encouraged to make their own decisions about the activities they took part in and to plan any goals they wanted to achieve. This is evidence that people are able to do things that matter to them and to exercise control over their day to day lives.

People are supported to maintain family relationships. Each of the four people living at the home were supported to visit and maintain contact with their family members. Family members told us that the home provided very good support for their relatives and that effective lines of communication were in place with the home. This is evidence that people are valued and their rights are protected.

People take part in activities and their independence and health is promoted. People are supported to plan and take part in social and leisure activities and to go on holiday breaks. They are involved in food shopping, cooking their meals, doing their laundry and maintaining the home, the garden and the home's car. The people living at the home were supported to lead a healthy lifestyle and accessed services to promote their health. They did not smoke and ate a healthy diet. People do things that make them happy and keep them healthy.

People live in accommodation that promotes their well-being and are protected from abuse and neglect. The house was well-presented and maintained and people were able to make choices about its furnishings and décor. Numerous photographs were on the walls of activities and holidays they had enjoyed. The home had written risk assessments to mitigate risks to people's well-being and they were supported to manage positive risk taking. All staff had attended safeguarding training and feedback from people's family members indicated that their relatives felt confident, safe and secure at the home. Records showed that fire safety and food hygiene measures were in place. This is evidence that people are safeguarded at the home.

2. Care and Support

Our findings

People are suitably placed and their needs are known and provided for. The four people living at the home had been living together for many years and the manager and most of the staff were longstanding at the home and had established significant relationships with them. We observed that they treated them with emotional warmth and respect and that they had developed effective ways to communicate with them to ensure their wishes and feelings were known and understood. Feedback from family members of the service users was very positive. They told us they were entirely satisfied with the care and support they were receiving and that they appreciated the opportunities they had to go on holidays and to take part in activities they enjoyed.

Documentation in people's files was comprehensive, well organised and accessible. This included detailed information about people's family circumstances, their likes and dislikes and their care and support needs. There was evidence in records that people were supported to make identify they wanted to achieve and that they were involved in discussions about their progress in achieving them. Separate positive behaviour support plans and risk assessments were in place. The manager said they were in the process of reconfiguring the systems employed for assessing, planning and reviewing people's care and support needs and that information about the revised arrangements for compiling and reviewing personal plans would be included in the statement of purpose. This is evidence that people's needs are known and provided for and that their wishes and feelings are given due regard.

People are supported to be independent and fulfil their potential. The staff demonstrated a good understanding of the needs and circumstances of the people living at the home and commitment to supporting them to be confident and independent. We saw the three service users as they returned from work and one as they returned from a day out with family members. One of them came in and made themselves a cup of tea and relaxed before laying the dining table and another made themselves a cup of tea and relaxed before making drinks for everyone for the evening meal. We saw that one service user enjoyed sitting in their rocking chair looking out across the valley and two went on to the balcony to enjoy fresh air and the views beyond the home. The manager told us they each had their routines and we saw that they went about these intuitively and without prompting by staff. The staff told us that one of the service users liked to check everyone had their lunchboxes before going to work in the morning and that they checked all the lights were off at night and that everyone was settled before going to bed. The manager told us that people were involved in food shopping and meal preparation and that they were expected to help with their laundry and general house-keeping tasks. We met with a relative of one of the service users as they were collecting them to go out for the day. Their feedback was extremely positive. They said they had complete confidence in the home and the staff and manager to take care of their loved one. This is evidence that people are well supported and have opportunities to develop self-care skills and a sense of belonging at the home.

People access services to meet their needs. The manager confirmed that the people living at the home were registered with a GP and dental surgery and that they had access to any necessary health and other services to meet their needs. Arrangements were in place for storing and administering medication and for monitoring the associated records. The manager also told us that a high street pharmacy provided any prescribed medication and undertook audits of their administration. We confirmed that all staff had received medication training. This is evidence that people are supported to remain healthy.

People lead active and fulfilling lives. Staff members told us the home promoted community integration and that the people living at the home enjoyed various social and leisure activities. We noted that a trip out was planned for after the evening meal on the day of this inspection and the staff told us that the service users enjoyed going out together as a group. They said they enjoyed football, golf, go carts and bike riding as well as going to the cinema and the theatre. They said that one of the service users enjoyed going to the hairdressers and having facials and getting their nails done and that this was quite an accomplishment as they did not generally like physical contact. We were also told that some of the people living at the home had climbed Pen Y Fan, the highest mountain in South Wales and some were looking forward to a holiday in Portugal with their friends from the other home managed by the manager of this home. This is evidence that people are supported to have fun, to try new things and to be part of their community.

People are treated with emotional warmth and compassion. We saw that staff demonstrated patience, warmth and compassion toward service users. We saw that they did this generally and as they dealt with a spillage of squash and when a service user was about to sit in a wet chair on the balcony. It was evident that staff were nurturing and protective and that the people they supported were reassured by their approach. The manager told us that the home worked closely with people's family members to maintain family relationships and feedback from family members confirmed this. Feedback from one family member indicated that staff were perceived as an extension of their family and that the staff and manager had gone above and beyond to support their relative at the home. They also said that communication with the home was effective. This is evidence that people maintain relationships with family members that support their well-being.

3. Environment

Our findings

The accommodation is designed to meet people's needs and promote self-worth and independence. Visitors were required to provide identification and sign a visitor's book before entering the premises. The home was homely, well presented and well maintained. People were able to make choices about the décor and furnishings and whether they wanted to spend time with others or to spend time in their bedrooms. People's bedrooms were seen to be comfortable, well equipped and personalised. The bathroom and separate shower room were modern, clean and well presented. The front and rear gardens were well maintained and the balcony off the lounge was accessible and well used by the people living at the home. Our observations and feedback from relatives provided assurance that people felt confident, safe and secure at the home.

The home's fire risk assessment was up to date and personal evacuation and escape plans were in place. The manager also confirmed that Deprivation of Liberty Safeguards applications had been made to the local authority for each of the service users although not all had been completed at the time of the inspection. Records showed that regular fire safety equipment tests and fire evacuation drills had been carried out. The kitchen and shower room had been refurbished since the last inspection and upgraded broadband had been installed. This is evidence that the accommodation is suitable to keep people safe and to develop a sense of belonging.

Leadership and Management

Our findings

The service is provided as described in the statement of purpose. The statement of purpose was comprehensive but did not make clear that the manager also had responsibility for another home. Service user guides had been individualised to reflect the particular needs of the people living at the home. Whilst the guides provided individualised and accessible information the manager acknowledged the need to revise the guides to include additional information required by new regulations. This is evidence that people are able to be clear about the services provided at the home.

People are supported by managers and staff with relevant experience and qualifications. We confirmed that the manager was registered as a manager with Social Care Wales. The home's staffing arrangements were included in the statement of purpose and the manager conformed that all staff were required to undertake QCF level three qualifications. Staff told us that the home was committed to supporting their ongoing development. A staff training matrix confirmed that all staff had undertaken training in safeguarding, medication and the home's approach to providing positive behavioural support. This is evidence that systems are in place to ensure staff have the skills to support people to achieve positive outcomes.

Not all staff vetting checks have been undertaken. We found there were gaps in the employment history of one staff member which had not been accounted for. This is evidence that improvement is necessary to ensure all necessary staff recruitment checks are carried out.

Quality assurance systems are in place. Records showed that the responsible individual had visited the home as required. The home was registered just prior to this inspection so a quality of care review had not yet been undertaken.

4. Improvements required and recommended following this inspection

4.1 Areas of non-compliance from previous inspections

No non-compliance was identified at the previous inspection.

4.2 Areas of non-compliance identified at this inspections

Regulation 35. Staff recruitment records. The employment history of one staff member included gaps which had not been accounted for.

A non-compliance notice has not been issued as no immediate or significant impact on people using the service was identified.

4.3 Recommendations for improvement

- That the statement of purpose makes clear that the manager also has responsibility for another home.
- That service user guides include all necessary information.

5. How we undertook this inspection

This was a full inspection undertaken as part of our inspection programme.

We carried out the inspection on 6/8/2019 between 10.30am and 4.30pm.

The following methods were employed:

- We observed service users as they went about their routines and the quality of engagement between staff and service users.
- We engaged with service users and held conversations with the staff on duty and the manager.
- We consulted with the relatives of the people living at the home.
- We viewed case file records, staff recruitment and employment records, activity planners as well as the statement purpose, service user guides and records relating to fire safety.
- We viewed the premises and garden.

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	National Autistic Society
Manager	Angharad Humphreys
Registered maximum number of places	4
Date of previous Care Inspectorate Wales inspection	19/12/2017
Dates of this Inspection visit(s)	06/08/2019
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	The statement of purpose and service user guide was available in Welsh. This is a home that is working toward providing an 'active offer' of the Welsh language.
Additional Information:	

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