



Inspection Report on

Centrica Lodge

**CENTRICA LODGE
GAER ROAD
NEWPORT
NP20 3GX**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

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Description of the service

Centrica Lodge provides respite care for people on a short term basis. Centrica Lodge is registered with Care Inspectorate Wales (CIW) to provide personal care and accommodation for six people over the age of 18 years with a learning disability and /or physical disabilities. The registered provider is CPI Care Limited who has a nominated responsible individual (RI) to oversee the operations of the home. There is also a manager in situ who is registered with Social Care Wales (SCW).

Summary of our findings

1. Overall assessment

We found that people who stay at Centrica Lodge enjoy a good quality of life. Care is delivered in a person centred way and staff are appropriately trained for the roles they undertake.

Management is effective within the home, with staff feeling supported and people being confident in the manager.

The environment is clean, warm and welcoming, decorated to a high standard, with modern technology in place which further enhances the quality of life for the people using the service.

2. Improvements

This was the first inspection since registration under the Regulation and Inspection of Social Care (Wales) Act 2016.

3. Requirements and recommendations

We have not identified any areas where the home is not meeting legal requirements. Section five of this report sets out our recommendations to further improve the service. These include the following areas:

- Toilet rolls and hand towels to be placed inside holders for infection control.
- Staff employment history to be tracked back to 18 years of age and any gaps explained.

1. Well-being

Summary

Overall people using the service were happy with the care they receive. People we spoke with told us that they like to attend Centrica Lodge for respite and spoke very highly of the staff. People are cared for in a person centred way and offered a range of activities to meet their personal preferences, which clearly enhances well-being.

Our findings

People can be assured that they will be offered activities that meet their needs and promote their well-being.

We saw evidence that activities are provided daily and tailored toward individual needs and preferences.

Activities were not planned in advance due to the nature of the service being respite, and so were arranged when guests arrived at the service.

People were supported to attend their usual activities if they wished or could chose to do something different whilst at Centrica Lodge. One person we spoke with told us that they usually worked as a volunteer, but when at Centrica they had a break from this work.

We saw people enjoying activities at Centrica Lodge, one person was listening to their CD collection and another person was using their IPad. We saw one guest accessing the community to go bowling, supported by staff.

Centrica Lodge had a minibus to transport people but also promoted the use of public transport. Centrica Lodge had a range of games, books and a smart TV for residents and also had hi speed WIFI for guests who wished to use it.

We conclude that people are offered a range of activities to meet their needs and promote their well-being.

People are encouraged to have choice and autonomy at Centrica Lodge.

People were able to choose when they got up in the morning and what time they went to bed in the evening, and had choice and control as to how they spent their days.

We saw evidence that people were fully included in their care planning, with likes and dislikes being clearly documented.

We saw staff giving people choices in what they ate and drank, and noted that food menus were not prepared in advance as they were tailored to the guests staying at that particular time.

We conclude that people are supported to have choice and autonomy.

People are satisfied with the service they receive.

We observed staff interacting with guests in a calm, friendly and caring manner with clear knowledge of their care needs.

People we spoke with told us that they were happy with the service they received and said the following;

“It’s good here, I like it and the Wi-Fi is really good”

“I like it here, they always have the food I like and I like all the people”

We conclude that people are satisfied with the service they receive.

2. Care and Development

Summary

People receive appropriate care in a person centred way that meets their needs and enhances quality of life. Medication administration processes are good and people receive intervention from external professionals in a timely manner.

Our findings

People are cared for in a person centred way and are encouraged to participate in their care planning.

We saw evidence within care files that care plans were individual and reviewed on a regular basis. We noted that Centrica Lodge was making improvements to the documentation, which appeared thorough and robust and included details such as when dressing a particular guest to put the left arm into the garment before the right, due to physical limitations.

We saw evidence that people were encouraged as far as practically possible to contribute to their care planning and reviews of their care plans. All care plans contained up to date information and were signed by the resident where possible.

We witnessed staff caring for people and treating them as individuals. We overheard staff discussions regarding the purchasing of food for guests and noted that a particular garlic bread was being bought as it was softer for a resident with delicate gums.

We conclude that people are cared for in a person centred way.

People can be assured that they receive intervention from external professionals in a timely manner.

We examined a selection of care files and noted that Centrica Lodge had made referrals to external professionals such as speech and language, occupational therapy and dietitians. We were able to see that any advice given was incorporated into care plans and followed appropriately.

We also saw evidence that Centrica Lodge was in regular contact with the Local Authority and had requested reviews and reassessment of needs when required.

We conclude that people receive intervention from external professionals as and when required.

People can be assured that their medication is stored and administered safely.

We saw that medication was counted when a guest was admitted and entered onto a medication administration record (MAR) chart which was then completed when staff administered medication. We saw that all charts were completed appropriately and the quantity recorded tallied with the physical medication on site.

We saw that medication was stored safely and securely and it was clearly recorded when the guest left and medication was taken with them.

We conclude that medication administration process are safe and robust.

3. Environment

Summary

People benefit from accommodation that is suitable to meet their needs and promote their well-being.

The environment is extremely clean and decorated to a high standard which is warm and welcoming for visitors. There was no malodour detected during inspection and evidence of regular cleaning and maintenances of the building.

The home benefits from modern technology.

Our findings

People can be confident that they are cared for in a safe environment. During inspection we witnessed that the home was clutter free with large communal area's and walk ways, wide doors and hand rails in appropriate places.

There was appropriate equipment in situ to maintain safety and promote independence.

During inspection we saw that all windows had appropriate locks on them and chemicals were locked away appropriately.

Centrica lodge had a lift in situ for people to move safely between floors and also stairs with evacuation equipment available in the event of a fire. We viewed that all residents had a personal emergency evacuation plan in place.

We conclude that people are cared for in a safe environment.

People can be assured that they will be cared for in an environment that meets their needs and promotes their well-being.

Centrica Lodge was a warm and welcoming environment that was decorated to a high standard with evidence of regular maintenance and cleaning. The communal décor was tasteful and calm with appropriate flooring to allow use of walking aids and wheelchairs as well as being easy to clean. Centrica Lodge had spacious communal areas including a dining room and large lounge. No malodour was detected.

Centrica Lodge offered WIFI and smart equipment to people accessing the service. People we spoke with told us that this was beneficial to them and enhanced their stay.

People were cared for in spacious single rooms which had en-suite toilet, basin and shower. Rooms were tastefully decorated and personalised as much as possible before the guests arrive. People were welcome to bring in any personal items they wished during their stay.

We conclude that people are cared for in an appropriate environment that enhances their well-being.

4. Leadership and Management

Summary

Overall people benefit from a well-run service. Staff are supported in their roles and have good working relationships with management.

There are clear policies and procedures in place for the smooth running of the home and clear evidence that management are continually striving to make improvements.

Our findings

People benefit from the way the service is being managed.

Centrica Lodge had a manager who was registered with Social care Wales (SCW) and had a good oversight of the service. Staff we spoke with described the manager as “*excellent*” and “*approachable*”.

We observed positive engagement between the registered manager and staff and also observed the manager being warm, kind and friendly toward people using the service. We noted that the manager had positive relationships with both staff and people using the service.

We read a selection of policies and procedures and discussed these at length with the manager who had clear knowledge of the policies and used them to facilitate the smooth running of the home.

We conclude that people benefit from a well-run service.

People benefit from a stable staff group who are safely recruited and appropriately trained to undertake their roles.

At the time of inspection the service was not using any agency staff and did not have any staff undergoing disciplinary procedures.

We examined the training matrix and noted that all staff have attended mandatory training courses and had also received specialist training to support the people using the service.

The home had an appropriate system in place to ensure that refresher training was attended when required.

We viewed staff personal files and saw evidence that pre-employment checks, including references and disclosure and barring service (DBS) checks were completed before employment commences. We saw evidence of a system to ensure that DBS certificates were renewed every three years.

Some staff files did not have a full employment history and so we recommended this as an area for improvement.

We conclude that staff are safely recruited and trained appropriately.

People can be assured that the staff who care for them are supported appropriately.

We examined the supervision matrix and saw evidence that all staff were supervised within appropriate timescales. Supervision is an important part of managing staff as it is used to identify practice issues or needs.

Staff we spoke with told us that they felt supported by the management and could attend training as required and received regular supervision.

We conclude that staff are supported appropriately.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

N/A

5.2 Recommendations for improvement

- Toilet rolls and hand towels to be kept inside holders for infection control.
- Staff employment history to go back to 18 years of age with any gaps explained.

6. How we undertook this inspection

This was a full inspection undertaken as part of our inspection programme. We made an unannounced visit to the service on 12 February 2019 between the hours of 10am and 3pm. We returned announced on Monday 18 February 2019 between 5pm and 6:30pm, then returned unannounced on 15 March 2019 between 11am and 2pm.

The following sources of information were used to formulate our report;

- Review of information held by CIW.
- Discussion with guests present on days of inspection.
- Discussion with manager.
- Discussion with staff.
- Review of selection of policies and procedures.
- Review of care plans and documentation.
- Tour of the home.
- Observations of staff and guest interactions.
- Examination of 4 staff personnel files.
- Examination of health and safety files.
- Examination of training matrix.
- Examination of medication storage and administration process.
- Review of statement of purpose and service user guide.

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	CPI Care Limited
Manager	Mica Williams
Registered maximum number of places	7
Date of previous Care Inspectorate Wales inspection	N/A
Dates of this Inspection visit(s)	15/03/2019
Operating Language of the service	Both
Does this service provide the Welsh Language active offer?	No
Additional Information:	