Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

Drive Short Term Care Home

Pontyclun

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Description of the service

Drive Short Term Care Home is registered with Care Inspectorate Wales (CIW) to provide respite care for adults over 18 years of age who have a learning disability, physical disability or functional mental health need. A maximum of five people can stay at the home at any one time.

The service is owned and operated by Drive Limited (the provider) which is a not-for-profit organisation with charitable status. The manager is Danielle Holmes. The company has nominated a responsible individual (RI) to oversee the strategic day-to-day management of the service.

At the time of our visit there were three people using the service

Summary of our findings

1. Overall assessment

We found that people receive a service in an environment they find, fun, stimulating and safe. They are able to influence choice when they stay for a short break and we were told that they look forward to staying. They are supported by staff who they like and with whom they feel safe. People are involved in their care when they stay at the service and are able to make choices about how and when their needs are met. They are supported by a staff team who are competent, experienced and skilled in providing their support needs as they receive regular supervision, annual appraisals and training. People, their family and other professionals told us that they feel confident that the service are able to skilfully meet the needs of the people using the service. The respite care home is well managed by a management team who have robust monitoring arrangements in place and strive to provide continual improvements.

2. Improvements.

The service has updated its statement of purpose and service user guide to include correct contact numbers for CIW.

3. Requirements and recommendations

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

- Signatures on care documents. Care documents should include evidence that service users and or their representatives have been involved and agree with the information written within their care documents.

- Updating service delivery plans when a change occurs. Service delivery plans and risk assessments should be update when a change in need occurs.

- Repairs to the environment. Repairs should be completed in a timely manner.

1. Well-being

Summary.
People using the service feel safe and protected from harm whilst staying for short breaks throughout the year. They look forward to being with their friends and with a staff team who know them well. They enjoy the opportunities of being involved in new and challenging activities that assists them to develop and reach their potential.

Our findings

People can feel safe and protected from harm.
We saw that the home has an accessible and safe environment for people to use and takes into consideration their individual needs, for example; we saw pictorial signs around the home giving people information they might need in an accessible manner. We saw people smiling, expressing enjoyment and excitement about being at the service, as well as engaging positively with staff members. Family members we spoke with expressed high levels of satisfaction with the service and were confident that the service ensures that their family member is safe whilst at the service. We read in peoples care documents of the things that were important for their health and wellbeing including records of allergies and the possible triggers for behaviours that might challenge. These were clearly recorded.

This enables staff to feel confident and effective in supporting people staying at the service. It also ensures that people and their families feel confident, relaxed and enjoy their short stay at the service.

People are supported to do the things that matter to them.
We saw within the care documents we reviewed that each person who uses the service has a ‘this is me’ section, where the things that are important to them are recorded with their particular preferences and the activities they enjoy. We saw for one person that being active was really important, whilst for another being sociable and spending time with their friends was important, a third person enjoyed being busy, and particularly being involved with domestic tasks. We saw a person coming into the service for the beginning of their short stay and observed the staff member communicating positively with them, asking the person if they wanted to engage in a specific activity they had enjoyed previously, the person showed pleasure in engaging in this activity. We spoke to relatives who said that their family members were happy to attend and always came home contented, having had the opportunity to do the things they enjoyed. The service is about to introduce communication books, which people can take home with them, with photos and recordings of the things they had participated in during their stay.

This enables people to feel listened to and understood.

People feel they belong and have positive relationships.
We observed the booking in rotas for the service and could see that some people attend respite care at the service with their friendship groups. The manager informed us that they always try to accommodate friends at the same time if they choose. Family members we spoke with informed us that they and their family member have positive relationships with all staff at the service, and are able to speak with them about anything that might arise.

People we spoke with told us that they enjoyed their stay and looked forward to seeing the staff and other people using the service.

People are settled and have developed good relationships with staff

2. Care and Support

Summary
People have choices and are able to make decisions about the care they receive when they have a short break stay. The care they receive is delivered and recorded in a person centred way and they are encouraged to be as involved in this process as they are able to and they choose to be. People are able to participate in activities of their choice as safely as possible.

Our findings

People's individual choices and preferences are included when making decisions that affect their lives.

We reviewed three people's care documentation; including service delivery plans (care plans). This document is important as it provides staff with the knowledge they need to support people safely and consistently. We saw care documentation from some people who had been using the service for some time and some from people who were new to the service. We saw that the service took into consideration the assessment and care plan put in place by the Local Authority whilst writing the care plan, thus ensuring consistency of care. We saw comprehensive information in relation to how staff should support people with details as to people's abilities and preferences. We also saw plans of how staff should assist people to feel safe and settled with clear introduction processes for those people new to the service. For example we read for one person that they really enjoyed being involved within the daily domestic tasks, with clarity as to what the tasks were and how they liked to be involved. We saw that people's individual communication methods were recognised and detailed in their care plan, for example we saw that one person could communicate verbally and enjoyed conversations with staff and another person communicated with singe words 'yes' and 'no', as well as using gesture and verbal prompts. We saw that communication methods for this person were identified by a speech and language therapist.

The care documents were reviewed and held information regarding changes in peoples needs, however these changes were not always updated onto the care plans, for example we saw that one person had a serious food allergy, this was recorded clearly within the file and on the medication information, however it was not updated within the care plan. The manager assured us that she would update the care plan with all changes needed.
People can be sure that the service is able to meet their individual needs safely and in the way they choose.

People receive the right care at the right time in the way they want it.
We saw that for each person's documentation was written in person centred language, which gave a clear picture of their preferences. We saw that some people had written parts of their daily recordings themselves, detailing what activities they had completed each day. We observed that people had been involved in writing and reviewing their care documentation including, care plans and risk assessments. We were informed by the manager and by the representatives we spoke with that people and or their representative were involved in putting together their care plans and 'this is me' documents, however they were not signed by them, the manager agreed to address this immediately and will devise a way of capturing signatures on these documents. We saw that effective positive risk

assessment plans were in place where appropriate; These recorded the benefits of the particular action or risk, the reason that taking the risk was important and the actions needed to reduce any impact of the risk, for example for one person going out for a drive in the car was a calming exercise which they enjoyed, however there was a risk of them pulling the door open and or distracting the driver, the plan stated that they should sit in the back of the car on the right hand side which eliminated the risk of them coming to harm. The risk assessments were reviewed and updated at regular intervals and reflected individuals needs and strengths.

People can remain safe and well because they receive proactive, preventative care and their wide range of needs are anticipated

3. Environment

Summary

People are cared for in a clean warm, welcoming environment which is able to provide stimulation to people of differing ages. The service is maintained to a good state of repair and benefits from fixtures and fittings which we consider to be of good quality. People have access to all amenities including the rear garden. People are able to receive a service in a safe environment.

Our findings

People are able to do things for themselves because they are supported for periods of respite care in a comfortable and clean environment which promotes independence and accessibility.

We observed that the house had a welcoming hallway with seating and coat hanging space. The front door had a key pad with a code to open it to ensure people using the service were safe, as the house was situated on a busy road. There was a large and spacious lounge dining room with a flat screen television and a DVD player, and a separate large kitchen area where people were encouraged to prepare their own meals, snacks and hot drinks. There were four white boards in the kitchen where people could record any preferences, and or appointments needed. These were wiped and updated at the beginning of each week. A board with meal times recorded to prompt people staying at the service was in a key position in the kitchen. There was a downstairs toilet just off the kitchen area, a utility room where people were encouraged to bring their laundry each day, staff complete the laundry and return it within their individual baskets. We saw an enclosed, private and spacious rear garden with easy access and seating. There was a new net swing within the garden area for people to enjoy. Drive horticultural service assist by maintaining the garden. The manager informed us that the garden area was used regularly by people staying at the service, and forms a large part of the services 'wild life' themed week. Work was underway to develop a sensory room within the garden area.

The three upstairs bedrooms all had bed sensors and epilepsy seizure sensors, which when activated send a message to the staff pager who are able to respond and provide all necessary support. We also saw an upstairs games room, where people could enjoy spending time playing games on the games consoles and listening to music together. One of the people using the service had been actively involved in a project to rename each bedroom, with each room having a name, and the décor within that room reflecting the name, for example, one room was named 'glitter and glamour' this was decorated with glittery wall paper, another 'up in the sky' with hot air balloons hanging from the ceiling. People told us they liked the new named rooms and that '*they were fun'*

We carried out a visual inspection and found the service to be clean and tidy throughout. We considered the fixtures and fittings to be appropriate to the needs of the people using the service. We saw some repairs were needed in two of the bathrooms flooring. We viewed the services health and safety records including gas safety and electrical safety certificates, which were up to date. People have access to a clean and tidy environment that enables them to have fun, whilst developing their skills of independent living, safely.

People are cared for in a safe environment, which upholds confidentiality of personal information, which was stored securely.
All care files were kept in a lockable facility and IT systems were password protected. Only authorised people were able to access the building, as there was a key coded entry system in place. We saw evidence of recent servicing of equipment utilised within the home, including manual handling equipment and we observed covers on all radiators.

Based upon the above, we concluded that people benefit from being supported in a secure setting, which provides a safe respite break for the people using the service

4. Leadership and Management

Summary

People are supported by a service that is clear in its values and purpose. People using and working in the service know who they should contact if they have a concern and can feel comfortable that they will be listened to. The home has clear systems in place for assessing the quality of the service it provides and feedback is encouraged from people using and working at the service to develop and improve practise. Staff are valued and receive regular supervision and training which is relevant to the needs of the people using the service**.**

Our findings

People who use the service are clear about what it sets out to provide.
We viewed the home's Statement of Purpose and Service User Guide. These are important documents which should provide people with detailed information about the services and facilities offered within the home. This outlines the home's underpinning philosophy and approach to care delivery. We spoke with family members who agreed that they were clear about what the service sets out to do and felt that the information available was accessible and helpful. The Service User Guide was easy to read and provided guidance on how to make a complaint.

People are supported by a service that is operated with clarity of purpose

People are supported by a management team that strives for continual service improvement.
The organisation had invested in an electronic management system which was implemented some 14 months ago; this is an integrated information system to assist the organisation to manage information. The electronic system has given the organisation a systematic approach to the management and auditing of data. It aided our review of staff supervision, training, accident and incident records. All information about the service had been logged onto the central system. We saw that this had been audited on a regular basis by the manager and responsible individual.

The responsible individual had carried out quarterly monitoring visits, where they gained feedback from people staying to ensure that the service continued to meet their needs and expectations. This information was then collated to form part of the service's annual quality assurance report. We found that the majority of people (and or their representative) who were asked to feed back about their experiences of using the service were highly satisfied with the care and support provided. Where occasional expressions of dissatisfaction were voiced, the registered manager worked with the person to identify a suitable way forward.

People are supported by a service which offers consistency of care, and clear managerial oversight.

People benefit from a service where the well-being of staff is given priority and staff are well lead, supported and trained
We examined a sample of staff personnel files and found recruitment practices to be thorough and in line with regulatory requirements. We saw that staff supervision was conducted every two months. Supervision in this context refers to confidential one-to-one

meetings between the support worker and the registered manager. These sessions provided opportunities for the support worker to discuss any concerns or training needs as well as receiving feedback in respect of their performance.

Staff receive appropriate training to meet people's health, safety and social needs.
We saw that the registered manager had an electronic training matrix which provided a list of the courses available to staff and alerted her to when refresher courses were needed for each individual. Mandatory courses included manual handling, health and safety, fire awareness and emergency first aid. Other courses provided to ensure people's specific needs were met included medication awareness, epilepsy, positive behaviour management and anti-bullying. The support workers with whom we spoke informed us that they found these courses beneficial to their roles. The family members and other professionals we spoke with informed us that they were confident the service is able to support their family member or clients with their particular needs with skill and confidence.

People using the service receive high standards of care.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

No areas of non compliance identified at the last inspection

5.2 Recommendations for improvement

- The service should ensure that details of changes to residents needs should be identified in their service delivery plans and risk assessments**.**

- The service should ensure that they evidence on peoples care documents that people and or their representatives have been involved and agree to their care needs and how they are going to be met.

- The service should ensure it completes all necessary repairs to the building specifically within the bathrooms identified.

6. How we undertook this inspection

This was a full inspection undertaken in accordance with the Care and Social Services Inspectorate for Wales (CIW) revised inspection framework and considered all four themes – (1) wellbeing: (2) care and support (3) leadership and management: and (4) the environment. Our visit to the care home was unannounced and was undertaken on May 9th, 2018 between 10.30 and 15:30

The following sources of information were used to support the findings of this report:

- Consideration of service users' comments about the home, captured on feedback forms completed over the past three months
- Discussion with family members of the people whose files we reviewed.
- Examination of three service user care files
- Discussion with the registered manager at the time of inspection and conversations with two members of staff at visit
- Examination of quality assurance documentation relating to the home, including the RI's three monthly report (Regulation 27 visits) conducted on behalf of the provider
- Scrutiny of supervision and training records relating to two members of staff
- Consideration of the home's Statement of Purpose and Service User Guide documents, including guidance on how to make a complaint
- Consideration of the home's maintenance arrangements
- Visual inspection of areas of the home accessible to service users

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	**Drive Ltd**
Registered Manager(s)	**Danielle Holmes**
Registered maximum number of places	**5**
Date of previous Care Inspectorate Wales inspection	**28/11/2016**
Dates of this Inspection visit(s)	**09/05/2018**
Operating Language of the service	**English**
Does this service provide the Welsh Language active offer?	**No**
Additional Information:	