



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru  
Care and Social Services Inspectorate Wales

# Inspection Report on

**Station House**

**Station Road  
Greenfield  
Holywell  
CH8 7EL**

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## **Description of the service**

Station House is a registered care home situated in Greenfield, on the outskirts of Holywell. The home is set in its own grounds in a semi – rural location with off road parking. The home provides care and support for up to eight females aged between 18 – 65 years of age with learning disabilities, physical disabilities and sensory impairments.

The registered manager and responsible individual is Diane Roberts.

## **Summary of our findings**

### **1. Overall assessment**

Station House provides a diverse range of resources that enable people to be involved in a number of activities. The home allows people to live in a relaxed yet stimulating environment where they are able and enabled to undertake activities as they wish. The home provides a caravan located on a local holiday park which people are able to use, along with the parks facilities. The home provides a range of vehicles which enables those living at the home to go on trips for the day or visit local shops. People living at the home have a sense of belonging and have developed appropriate relationships with each other and staff. People are encouraged to be involved with activities and support which are tailored to the individual. Assessments are undertaken prior to people moving in and people living at the home, along with relatives, have regular input into the care they receive. Care and support plans are reviewed with the individual regularly and the documentation is person centre. Pictorial histories of the individuals living at the home have been undertaken with their involvement. These histories also enable relatives to be involved and enables staff to have a real sense of the individual living at the home. The home is clean and homely and set in its own grounds, has a pony and donkey and a vegetable garden which those living at Station House enjoy. Staff receive regular training; support and supervision which helps motivate them and creates a positive, caring culture and environment. Staff feel valued by managers and work well as a team. The home takes health and safety seriously with a thorough audit system in place. The registered manager and staff ensure Station House is a home for those living there.

### **2. Improvements**

We saw there had been a number of improvements since the last inspection:

- We saw that positive behaviours were being included in person-centred and service delivery planning.
- We saw the visitor's book was being used.

- We saw that the home was pro-active in its use of advocacy services.

### **3. Requirements and recommendations**

Section five of this report sets out our recommendations to further improve the service. These are in relation to the following:

From the last inspection:

- Provide an active offer of the Welsh Language

From this inspection:

- The Quality Assurance document would benefit from having information from the last Care Inspectorate Wales report included in it, as well as feedback from the last local authority monitoring report.
- The complaints policy needs to have details of the Care Inspectorate Wales and local authority monitoring service so that any issues can be taken further if required.

# 1. Well-being

## Summary

People settle in well and enjoy living at Station House. People are supported by staff who are liked by those living at the home and who have a kind, positive and enabling attitude towards those they support. People living at the home have real choice in the activities they are involved in and the meals they eat. The home provides a variety of different activities, in different locations, for people to be involved in. The home provides a diverse range of facilities which enables people living at the home to live varied, active and productive lives.

## Our findings

People living at the home are supported to cope with difficult events and situations in their lives. All those responding in feedback questionnaires told us their relatives settled in very well. One family member told us *“(Our relative) was made very welcome and settled in quite quickly...”* Another relative told us their family member *“Immediately felt at home.”* Whilst another said the way their family member settled in was *“Absolutely fantastic. (My relative) was made very welcome and made to feel immediately at home.”*

We saw people living at the home had the choice of when they get up and go to bed, this was confirmed by people living at the home and members of staff with whom we spoke. We noted a homely environment; people living at the home weren't rushed and could live life at their own pace. Though music was playing and people were singing and obviously enjoying themselves in their day to day activities, we noted also how there was an air of calm permeating throughout the house. Our observations and discussions confirmed staff knew the people in the service and were aware of their needs. We were able to observe through peoples files, watching staff interact with people at the home and talking with staff and those living at the home, all staff had an in-depth knowledge of all those living at the home which enabled them to deal with any person quickly and safely. It was noted how the registered manager had a detailed knowledge of the needs and preferences of everyone living at the home. We witnessed the registered manager discussing a formal event which someone was attending and discussing the most appropriate clothes to be worn as the weather was cold. People can be confident they feel they belong and have safe positive relationships.

We saw people benefit from a healthy diet and lifestyle. People living at the home are able to eat whenever they wish; they can eat alone or with others. We saw a fortnightly menu was agreed between the individual living at the home and a member of staff, this gave the person being supported real choice. We saw if people didn't want the food on their menu for that night they were able to have, within reason, whatever was available. People living at the home also undertook their own food shopping with members of staff. We also witnessed people making their own breakfast and snacks. Jams and chutneys made by people living at the home we noted had won rosettes at local events. We spoke with someone who was actively seasoning home made chips which they were to eat with their tea that evening. We spoke with five people who live at the home, all said they were able to choose what and when they ate, one person told us they liked tikka masala, another person living at the home told us they liked roast dinners. Of the six questionnaires returned from relatives, five

commented on the food, all thought the meal times; choice of food and amount of food was very good or good. One relative said *"the food is cooked on site and delicious."* Another relative told us *"the food is always good and healthy."* This demonstrates people are content and happy with the food and choices of food they receive.

People are encouraged to keep fit and well as there are activities for people to take part in and people living at the home have things to do. We spoke with people living at the home and staff who confirmed the home owns a caravan located on a holiday park close to Station house. People can access this caravan at any time and are able to use the facilities of the caravan park which include a gym, swimming pool, sauna and Jacuzzi. We saw evidence, and were told by people living at the home they were involved in activities in the communities, such as working at a local shop and entering flower competitions at local shows. The home has grounds where there is a greenhouse and people living at the home grow a variety of vegetables. The home has a paddock with ponies and donkeys. The home also organises courses at riding for the disabled, to develop confidence and communication skills through equine therapy and we saw evidence of people living at the home actively engaged in grooming horses and ponies. We saw evidence of an indoor garden party and Halloween parties which had taken place previously. The home also has a small fitness room with a cross-trainer, rowing machine and static bike which can be used by people living at the home if they so wish. The home has two dogs and we saw one of the people living at the home taking one of the dogs for a walk at their own behest.

Also the home has its own vehicles which enable people to go out with staff. We were told by staff, people living at the home go on days out to concerts, go on walks around the local area and have been to Llandudno and Chester recently. People living at the home also go on holidays to places such as Southport, Harry Potter World, Alton Towers and Devon. One person living at the home told us they didn't go on trips as they didn't want to. Another person living at the home told us *"I go out a lot; I go on days out and go on trips with staff. I like sport, playing badminton and football."* Another person told us they went to the "buzz club," the Friday club and sometimes used the caravan. Of the six questionnaires returned from relatives, five commented the activities at the home were very good and one said they were good. One relative commented *"Exercise plays a big part and is always made to be fun."* Another relative told us *"My relative reports that activities are interesting and varied, she loves it."* This shows people are as active and healthy as can be and do things that matter to them.

## **2. Care and Support**

### **Summary**

We found that people's needs are assessed before they move in and it was evident people are able to make decisions about the care, support and lives they lead. People's care plans were detailed, appropriate and person centred. We saw and were told people living at the home had good relationships with staff and we found staff at all times to be knowledgeable, kind, caring and respectful. It was evident through witnessing interactions and speaking with people who lived at the home, people were happy with the staff team and the care and support they received.

### **Our findings**

Pre-assessments are undertaken ensuring the service is able to meet the individual's needs and these pre-assessments feed into people's care plans which are in place prior to people moving into the service. This is important as the home is able to assess if it can meet people's needs prior to them moving in. Pre assessments take the form of a Needs Assessment document which is filled in both at the person's home and during the transition period whilst moving in. Staff told us though no-one new has moved into the home for some time, when people do move in, the needs assessment is completed. People are able to visit the home and meet with staff and people living there. They can come and have a meal at the home as well as having a "sleep over" before finally deciding if they wish to move in. We saw a range of documentation such as Care and Support Plans, Needs Assessments, Risk Assessments and Person Centred Service Delivery Plans which had all been reviewed regularly and these reviews had been attended by the person in question and had been signed and dated by them also. Of the six questionnaires we received from relatives, when asked if they were able to contribute to the care given to the person living at the home, all six replied they were always able to do so. People can be confident they can be involved in making decisions which affect their lives.

People have timely, appropriate person centred care. We saw "all about me" documentation, care and support plans and needs assessments, which were person centred and detailed, giving profiles of the person and their life histories and how their care and support needs should be met. Service delivery plans used pictures to help the person whose plan it was have more understanding of the contents of this document. There was also documentation around personal aims and goals, which again was a detailed and carefully written document. There were support summaries in place which were easily accessible and helped staff identify the care and support needed quickly. Reviews had been undertaken in a timely way so any changes to the care, support, risks and needs of the individual were identified and recorded. We spoke to three members of staff who told us they see the care plans regularly and they feel these care plans are person centred and accurately reflected the needs of the individual. Staff had signed and dated these documents to say they had been read and understood. Staff told us that team leaders ensure documentation and any changes to the documentation is read by staff and they sign to say they have read this information showing staff are aware of any changes to people's support and are able to deliver this support effectively. Of the six questionnaires received back from relatives, all six felt the way in which staff deal with the personal care needs of

the people living at the home was very good. One relative told us they felt personal care was *“very well handled.”* Another told us *“I am very impressed by the care provided...”* One relative told us the best thing about the home was *“the care given to each individuals needs.”* We saw evidence in people’s files of the medication a person required. We viewed medical administration charts which showed this medication was being given as prescribed. We saw oral care was being given to individuals as detailed in care plans and oral hygiene is checked by staff in the morning and evening. We saw evidence on people’s files this was being undertaken regularly. People can be confident they receive the right care, at the right time, in the way they want it.

People are treated with dignity and respect. There is a natural familiarity between staff and people living at the home. We witnessed appropriate conversations between staff and those people living at Station house. We observed a range of interactions during our visit, whilst people were preparing food with staff and whilst people were helping with jobs around the home which included the use of humour resulting in laughter and obvious enjoyment. We saw people involved and interacting with staff in a casual and relaxed way, helping staff to fold other people’s clothes which was done with care and thought and also saw people help prepare lunch. People living at the home were obviously comfortable with staff and their environment, we were shown around the home not only by the registered manager but also by one of the people living at the home, they showed knowledge and a pride in the home.. We also viewed pictorial histories of the people at the home which were being developed by staff, in conjunction with those living at the home and their relatives, which further gives a sense of the people living at the home and helps to develop an in-depth knowledge of the person. One person living at the home told us *they “like all the staff.”* Another person living at the home said *“I am happy here, I like living here.”* They also told us *“I get on with staff and have a laugh with staff.”* People can be confident they have good relationships with staff and are treated with dignity and respect.



### **3. Environment**

#### **Summary**

The building is clean and has a homely feel. Communal areas are inviting and individual's rooms are decorated and furnished to the wishes of the individual. The home offers a variety of facilities such as gym, independent unit, caravan on a holiday park, large paddock with a pony and donkey and gardens which includes part set for vegetables. All testing was up to date and the accommodation clearly meets the needs of the people living there.

#### **Our findings**

People live in a comfortable and secure environment which meets their individual needs. The premises were secure upon our arrival and safe from unauthorised access. We were unable to gain entry into the building without the registered manager opening the door, checking our identification and requesting we signed the visitor's book. We were shown around the home by the registered manager and one of the people living at the service. All the rooms were individually decorated, we were told it was the responsibility of one member of staff to speak with people to see how they wanted their rooms decorated, what bedding they wanted and what colour carpets they required. People living at the home, when asked, confirmed they had the choice of how their rooms were decorated. We saw people's rooms were personalised with soft toys, soft furnishings, pictures of family and friends and rosettes won in competitions.

Systems are in place to ensure that the environment protects and promotes well-being and safety of people. Testing and servicing of appliances was being undertaken and was up to date. Hot water testing had been completed, along with PAT testing and first aid risk assessments. Also an asbestos survey had been completed and the five year electrical test was up to date. Fire testing and fire risk assessments were all completed. Records showed staff received training in fire safety. The above evidence shows that appropriate action is taken to ensure the home is a safe environment.

The home is set in its own grounds with a paddock to the rear which holds a pony and donkey. The home has a greenhouse in its garden where vegetables are grown. The home has its own independent unit, set slightly away from the main building, where people can go to enhance their skills in cooking, baking, washing clothes and changing beds. It is a facility which enables people living at the home to develop skills on their own, in a safe environment. There is also a quiet room where people can go to get away from the hustle and bustle of the home if they so wish. The home has its own small gym adjacent to the main building which houses a cross trainer, static bike and rowing machine which people living at the service can use. The home also has its own caravan on a holiday park a couple of miles away which people can use for the day or stay longer. People from the home are able to access the facilities of the holiday park which includes a swimming pool, sauna and Jacuzzi. The home also has a number of vehicles which people are able to use to go shopping or go on trips, on their own with staff or in larger groups. People live in accommodation which meets their needs and supports them to maximise their independence and achieve a sense of well-being.

## 4. Leadership and Management

### Summary

Staff feel valued by management, are positive about the home, receive adequate training to undertake their roles effectively and managers are available at all times. The home has recruitment, quality assurance and staff supervision measures in place and staff training surpasses the National Minimum Standards.

### Our findings

We found managers ensure there are sufficient staff who have relevant and appropriate qualifications, training and experience. Recruitment processes were satisfactory, with suitable vetting, induction, training and supervision of staff in place, which was evidenced by documentation provided to us by the service. Staff told us they received a lot of training and we were given training records which showed a comprehensive range of training was made available. We saw evidence in files and also by speaking with staff that new staff receive a formal induction process. Staff also told us they received a lot of training and they felt the training they received was suitable and gave them the tools to support the people living at the home adequately. Examples of training undertaken included; Health and Safety, Fire Safety, Medication training, First Aid, Food Hygiene, Manual Handling, Epilepsy Awareness, Buccal training and Active Support. We saw records which showed 69% of staff had received a level 2 qualification in care or above which surpasses the minimum of 50% recommended by the National Minimum Standards. People living in the home can be confident they benefit from a service where staff are well lead and trained.

Management at Station House creates a positive ethos and culture whereby people living at the home and staff feel valued. During our visit we saw the manager interacting positively with people living at the home. We witnessed the caring and nurturing attitude of the manager towards those people. We saw the manager discussing activities with people in great detail, such as a dance that one of the people was to attend and what they were contemplating wearing. We spoke with five people living at the home, all told us they liked the staff and got on with them well. We spoke with three members of staff who all told us the managers were very supportive. One staff member said *"The team leaders are very supportive and (the registered manager) is very hands on and available."* We received eight questionnaires from staff, five said they always felt valued by management, two said they felt mostly valued and one said they felt valued often. One staff member replied *"Management are very helpful when we have any problems."* Another said *"The manager is very supportive and sympathetic to any of our needs and worries."* Records showed staff received regular, minuted supervision and annual appraisals. We were told by staff and saw evidence regular team meetings were scheduled and had taken place at least six weekly. We saw evidence of regular house meetings where people living at the home and support workers met to discuss issues appertaining to them and the house. People living at the service can be confident both they and staff benefit from an efficient service where best use is made of resources and the well-being of staff is given priority.

The service's quality care review process influences how the service operates. People using the service, working in the home or linked to the home, are asked for their opinion on the quality of care provided and this helped the home measure the quality of the service provided. We saw this had been undertaken in February 2017 and the findings had been sent out to all the families of people living at the home. The home has a detailed self-evaluation and quality assurance framework which takes account of the views of people using the service. The quality assurance framework document could be further improved by including information from CIW reports, Local Authority monitoring visits and information from surveys being put into one document available to all. This was discussed with the registered manager during the inspection who advised us it would be implemented. We saw there was a comprehensive range of policies and procedures in place which staff could access. There was a Statement of Purpose which had been updated in May 2017 and a Service User guide and easy read service user guide which had been reviewed in November 2017. All people moving into the home receive a copy of the statement of purpose and service user guide. There is a complaints policy and procedure in place and we saw no complaints had been received by the home in the last twelve months. The complaints policy would benefit from the details of the CIW and Local Authority being included. The manager advised us this would be done immediately. Of the four questionnaires returned by relatives all were aware of the complaints procedure though none had needed to use it. People using the home can be confident they receive high quality care from a service which sets high standards for itself and is committed to quality assurance and constant improvement.

## **5. Improvements required and recommended following this inspection**

### **5.1 Areas of non compliance from previous inspections**

There were no areas of non-compliance from the previous inspection.

### **5.2 Recommendations for improvement**

- The Quality Assurance document would benefit from having information from the last Care Inspectorate Wales report included in it, as well as feedback from the last local authority monitoring report.
- The complaints policy needs to have details of the Care Inspectorate Wales and local authority monitoring service so that any issues could be taken further if required.
- Provide an active offer of the Welsh Language.

## **6. How we undertook this inspection**

This was a full inspection undertaken by an inspector making an unannounced visit to the home on 14 December 2017 between the hours of 9.40 a.m. and 16.10.

The following methods were used:

- We spoke with people living at the home, the manager and staff on duty.
- We issued 31 questionnaires to people living at the home, relatives, staff and professionals. Nineteen questionnaires were returned.
- We looked at a range of records. We focused on three care plans and associated documents, staff records, training records, quality assurance reports, statement of purpose, staff handbook, staff rotas, menus, internal surveys and staff supervision records.
- We looked at the communal areas both inside and outside the home, including the kitchen, gym, independent unit and a sample of peoples bedrooms.

Further information about what we do can be found on our website [www.cssiw.org.uk](http://www.cssiw.org.uk)

## About the service

<b>Type of care provided</b>	<b>Adult Care Home - Younger</b>
<b>Registered Person(s)</b>	<b>Diane Roberts</b>
<b>Registered Manager(s)</b>	<b>Diane Roberts</b>
<b>Registered maximum number of places</b>	<b>8</b>
<b>Date of previous CSSIW inspection</b>	<b>2 February 2017</b>
<b>Dates of this Inspection visit(s)</b>	<b>14/12/2017</b>
<b>Operating Language of the service</b>	<b>English</b>
<b>Does this service provide the Welsh Language active offer?</b>	<b>The service doesn't currently provide the Welsh Language active offer but is working towards it.</b>
<b>Additional Information:</b>	

