



Inspection Report on

Cartref Station Road

**85-91 Station Road
Cardiff
CF14 5UU**

Date Inspection Completed

17/12/2020

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About Cartref Station Road

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Cartref Limited
Registered places	53
Language of the service	English
Previous Care Inspectorate Wales inspection	11 December 2019
Does this service provide the Welsh Language active offer?	No

Summary

People receive a quality service from staff who are well trained and recruited safely. Staff understand the needs of the people they care for and do so with dignity, care and respect. People are supported to have choice and autonomy over their lives, and have access to social interaction and engagement on a daily basis.

People live in accommodation which is safe and suitable to meet their needs. There is ample communal space, and adequate toilets and bathrooms throughout the home; people have their own single rooms, which are clean, warm and individual to the person occupying them. Care documentation is thorough, robust and reflective of the person receiving care, with clear evidence that external professional support is accessed when required.

Leadership and management is effective, but some improvements are required to ensure quality assurance reports are completed, and that all staff receive supervisions within required timescales. The Responsible Individual (RI) has good oversight of the service and the manager understands the requirements of day-to-day running of the service.

Well-being

People have choice and control over their lives. Care documentation clearly sets out how people's care should be provided and highlights individual preferences, likes and dislikes. People choose when to get up in the morning, when they go to bed at night and how they spend their time in between. We saw that there is choice available in regard to meals and people are able to choose where they eat their meals, whether it be communally or privately in their rooms. Cartref Station Road has a wide range of social activities available every day, and people are free to engage if they so wish. The dedicated activity co-ordinator also arranges one to one activities for those who prefer not to engage in group activities. There are processes in place to ensure that a quality service is provided at all times and any improvements are highlighted. People living at the service are consulted as part of the quality assurance monitoring, and there is a complaints process in place to ensure that people's voices are heard.

People get the right care, as early as possible. Staffing levels are in line with the numbers set out in the statement of purpose, and are sufficient to meet the needs of the people living at the service. We saw that people don't have to wait for care to be provided, as staff are available to assist people when they require their care. Referrals are made to external professionals in a timely manner and the advice and guidance is then fed into care documentation. Care staff understand the needs of the people they care for and do so with kindness, whilst promoting dignity and respect. People we spoke with told us that they are happy with the care they receive and have good relationships with staff.

People can be assured that they are safe. Cartref Station Road is secure and allows authorised access only. The building is well maintained and safety checks are completed as required. The home is clean, neat and tidy with any hazards are minimised as far as possible. All windows have restrictors in place and harmful chemicals are locked away securely.

All staff receive training on the safeguarding of adults at risk of abuse, and this training is refreshed annually. The home has a robust safeguarding policy in place and the manager fully understands the process and engages with the Local Authority safeguarding team as required. All residents who lack capacity to make decisions in regard to their care and accommodation have appropriate documentation in place to ensure the placement is lawful.

Care and Support

People get the care they require, as and when they require it. We saw that staff were present and available throughout the home so people do not have to wait long periods of time for assistance, and call bells are answered swiftly. We examined staff rotas and saw staffing levels are continuously in line with numbers set out in the statement of purpose. Care documentation is thorough, robust and clearly outlines how people's care should be provided. The documentation also contains the wishes, likes and dislikes of the person being cared for and evidenced that referrals are made to external professionals in a timely manner, with any advice or guidance documented and followed. We were able to see that these documents are reviewed regularly and updated when required, which is important as people's needs can and do change.

We looked at medication practices within the home and found them to be safe and robust. Medication is stored safely and correctly in a medication room where the room and fridge temperatures are taken daily. We saw that Medication Administration Record (MAR) charts all contained a picture of the appropriate resident and were completed correctly with no gaps. We audited a selection of medication and found the amount was correct.

People are treated with dignity and respect. Care staff and residents have positive relationships and staff understand the needs of the people they care for. We overheard laughter, jokes and banter being exchanged and people we spoke with, spoke very highly of the staff. One person told us *"I like it here, food is lovely and staff are great"*. Another person said *"staff are lovely"*. We saw care staff interacting positively with residents and care being delivered with kindness and respect. We observed the lunchtime experience and saw that people had choice in regard to what they ate and staff gave the appropriate level of support required to each individual. People have access to a wide range of social activities at Cartref Station Road. We saw a weekly activity planner on display within the home, and there were photographs on display of past activities and trips that people had enjoyed. On the day of inspection we saw activities taking place, which people were thoroughly enjoying and were fully engaged in. Cartref employs dedicated activity staff but care staff also support people to engage in social activities.

Environment

People are cared for in a suitable environment. Cartref Station Road is a large property which is broken up into two units to ensure that people have the most appropriate support depending on their needs. The home is warm, welcoming and decorated tastefully throughout. The home is clean, clutter free with good odour control. There is ample communal space within the home to ensure that people can spend time communally and also space for people to receive visitors (during times that visiting is permitted within the home). There is sufficient bathrooms and toilets throughout the home that contain appropriate equipment to ensure peoples safety whilst promoting independence, but we did note that the bathrooms would benefit from a general tidy up and were assured that this would be done as a priority.

People are cared for in single rooms which are warm, clean and individual to the person occupying the room. People are encouraged and supported to personalise their rooms with items that are personal to them to make the room as homely as possible. We saw that the home is currently in the process of refurbishing some rooms, which will then benefit from en-suite facilities.

People can be assured that they live in a safe environment. On arrival at the home we found the main entrance secure and we were asked for identification before being permitted access. Cartref Station Road is clutter free and hazards are reduced as far as practically possible. Harmful chemicals are locked away securely and all windows have restrictors in place. There are handrails in situ for safety and flooring is suitable for the use of walking aids. There is a passenger lift in place for people to access different floors safely. We examined the maintenance file and saw that the building is maintained appropriately and any repairs are completed as soon as possible. We saw documentation that gas and electricity testing is completed and serviceable equipment is serviced as required to ensure its safety. Regular fire alarm testing takes place and emergency lighting is in place. All residents have a Personal Emergency Evacuation Plan (PEEP) in place which is important as it guides staff on how to evacuate people in the event of an emergency.

Leadership and Management

People benefit from the leadership and management in place. Cartref Station Road benefits from a Responsible Individual (RI) who has good oversight of the service and a manager who is registered with Social Care Wales (SCW). There are systems in place to ensure quality of care is monitored, but this information has not been compiled into a report as per requirements and so we have advised that this needs to be completed as soon as possible. We saw that there is a robust complaints system in place, which are dealt with appropriately and stored centrally with outcomes recorded. Safeguarding referrals are made when required and notifications are made to CIW in line with regulatory requirements. We saw that Deprivation of Liberty Safeguards (DoLS) applications are made for people who lack capacity to make decisions regarding their care and accommodation, which indicates that the service understand and fulfil legal requirements.

People can be assured that they are supported by staff who are well trained and recruited safely. We examined a selection of staff files and saw that pre-employment checks including references and Disclosure and Baring Service (DBS) certificates are applied for before employment is offered. This is very important as these checks determine a person's suitability to work with vulnerable people.

Staff we spoke with told us that they are happy working at Cartref Station Road, and feel well supported. The training matrix indicates that staff training is up to date and staff are attending courses appropriate to the people they care for. Staff told us that they feel well trained and have the skills required to undertake their role. We noted that there are still some gaps in the staff supervisions, but the manager is actively working to rectify this, and assurances were given that staff are still supported. All the staff members we spoke to on the day of inspection told us that they felt well supported and could approach the manager or RI with any issues.

Areas for improvement and action at the previous inspection

<p>Health and safety– Regulation 57 This was because staff did not consistently check functionality of fire safety features such as fire doors, alarms and emergency lights.</p>		<p>Achieved</p>
<p>Supervision of staff – Regulation 36 (2(c)) This was because staff did not have supervision at least every three months. This was already raised at the last inspection and not remedied since.</p>		<p>Not Achieved</p>
<p>Safe storage of medicines - Regulation 58 (2(b)) This was because staff were not consistently undertaking fridge and room temperature checks. This was already raised at the last inspection and not remedied since.</p>		<p>Achieved</p>
<p>Fire safety – Regulation 59 Schedule 2 Part 1(6) This was because staff did not undertake regular fire drills. This has already been identified at the last inspection and not remedied since.</p>		<p>Achieved</p>

Where providers fail to improve and take action we may escalate the matter by issuing a priority action (non-compliance) notice.

Areas where immediate action is required

None

Areas where improvement is required

Supervision of staff – Regulation 36 (2(c)) This was because not all staff are receiving supervision at least every three months, but there was no impact on people using the service. Staff told us that they do feel supported and management gave assurances that supervisions will be brought up to date.

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