



Inspection Report on

Cartref Care Home (Lakeside Road East)

**Cartref
88-90
Lake Road East
Cardiff
CF23 5NP**

Date Inspection Completed

22/10/2020

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About Cartref Care Home (Lakeside Road East)

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Cartref Limited
Registered places	54
Language of the service	English
Previous Care Inspectorate Wales inspection	17 October 2018
Does this service provide the Welsh Language active offer?	No

Summary

This inspection was completed as part of our annual inspection programme, and was unannounced. Annette Ravenscroft is the Responsible Individual (RI) who has overall accountability for the service, and there is a manager who is registered with Social Care Wales (SCW) and oversees the day to day running of the home.

People are happy with the service they receive and speak highly of the staff and management. People get the care they require, as and when they require it, from staff who are trained, well supported and feel valued. Staff turnover is low at Cartref Lake Road East and many of the staff have worked at the service for a number of years. Staff and residents have evident positive relationships. Staff understand the needs of the residents very well and deliver care in line with their preferences, likes and dislikes. Independence is encouraged and care is provided in a respectful and dignified way. People have control over their own lives and choice is always available. Care documentation is robust, easy to understand and reflective of the person being cared for. Referrals are made to external agencies such as GP's, nurses and opticians as required. The environment is clean, warm and welcoming; there is a homely feel at Cartref Lake Road East. People have their own rooms which are personal to them and contain their own belongings.

Well-being

The individual circumstances of people are considered. We saw that all care planning documentation is person centred and individual to the person being cared for. Individual preferences, likes and dislikes are recorded and people have autonomy over their own lives. We saw that people had choice in regard to how and where they spent their time, with activities readily available every day. People have choice in regard to meals but we recommended making this more apparent and visual. We viewed the lunch time experience and found this to be very pleasant for residents, who appeared to enjoy the food and company that the experience brought. Staff deliver person centred care and have a good understanding of how people want to be cared for. Medication is administered safely and referrals are made to external agencies when required.

People have their own rooms which are warm and clean; people are encouraged to personalise their rooms to their own taste and to bring belongings that matter to them, to make them as homely as possible.

People are treated with dignity and respect. People are supported to maintain their personal appearance and all residents looked clean and well cared for. Personal care is provided when required and continence care is provided discreetly; all incontinence products were stored out of sight.

Care documentation highlights what people are able to do for themselves and staff encourage people to be as independent as they can be. We witnessed staff supporting people with care and compassion and overheard laughter and singing throughout the home. Staff and residents have positive relationships, which was evident from the banter and jokes exchanged between staff and residents. During the visit we saw staff sitting and having meaningful conversations with residents.

People can be assured that they are protected from harm or abuse. Cartref Lake Road East has a robust safeguarding policy which is in line with the Wales Safeguarding procedures. Staff are trained in the safeguarding of adults at risk of abuse and understand how to report suspected abuse. The home is secure and monitors visitors entering the building. Cartref Lake Road East is clutter free and safe of hazards as far as practically possible. There is a lift for people to access alternative floor safely and equipment in situ, such as grab rails to ensure peoples safety.

Care and Support

People receive the support they require, as and when they need it. Throughout the visit we saw that staff were constantly visible and staffing levels enabled staff to not only provide physical care, but to engage in activities and spend time chatting to residents. Call bells were answered swiftly. We saw staff interacting with residents and saw evidence of positive relationships. We overheard laughter, banter and saw care being provided with real warmth and compassion. One resident we spoke with told us *"this was the best decision of my life to move here"*. Staff we spoke with did not raise any concerns regarding staffing levels and told us *"there is always enough staff here"*.

We examined a selection of resident files and found that they contained all the required information including risk assessments and personal plans of care, which were reflective of the person being cared for and updated monthly or sooner if required. We saw evidence that referrals are made to external professionals as required and any guidance or information was fed into care plans and followed correctly. One resident told us *"if you need a Doctor or nurse the staff arrange it straight away; and they also arranged for me to see an optician since I moved in"*.

We viewed medication processes within the home and found them to be safe and robust. Medication was stored correctly and room and fridge temperatures were recorded daily. We audited a selection of medication and found the quantity matched the recorded figure within the medication documentation. Medication Administration Record (MAR) were completed when medication was administered, but we found that one resident did not have a picture attached to their chart, but this was rectified immediately. We also noted that the effects of PRN (as required) medication was not being recorded on the back of the MAR chart and the carer we spoke with did not know this was required. We discussed this with the manager at the end of the inspection as were given assurances that this would be rectified.

People can be assured that they have choice and autonomy. We saw that personal plans of care highlighted people's preferences, likes and dislikes, and during the visit we were able to see that staff understood people's needs and preferences. The reception area of Cartref Lake Road East has a wall dedicated to the advertisement of activities within the home. We saw that there was a choice of activities available every day, which were arranged by the dedicated activity co-ordinator employed at the home. We saw that some people chose to engage in activities while other chose to spend time doing other things of their choice, including chatting to staff or watching TV in their room. We were told that during the pandemic the home has been using technology for people to speak and see their families and the staff had also arranged for the residents to speak to residents in other care homes.

We saw that the menu board in the dining room displayed the food menu for the day, but we noted that there was no choice displayed. We spoke to the chef and were advised that one main meal is cooked daily, but people do have a choice of alternatives if they do not want the meal on offer. We discussed this with the manager and RI advising that it would be good practice to display a visual choice of food to ensure that people understand that they do have a choice in regard to meals.

Environment

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

Cartref Lake Road East benefits from spacious communal areas that people are free to use as they wish. The large size of the rooms enabled people to socially distance with ease during the Covid-19 pandemic.

The home is warm, welcoming and free from malodour. The home is extremely clean and clutter free; we saw that increased cleaning was taking place due to the pandemic, and Person Protective Equipment (PPE) and hand sanitizer was readily available throughout the home. We noted that some walls and doors would benefit from a fresh coat of paint, and some bathrooms would benefit from upgrading, but this would be for cosmetic reasons only.

We viewed a selection of bedrooms and saw that they were warm, clean and personal to the person occupying the room. One person we spoke with said *"I love my room, it's so big I was able to bring lots of things from my house"*.

People benefit from a safe and secure environment. On arrival we found the main door secure, and we were asked for identification and to sign the visitors' book before we were authorised access.

We saw that there window restrictors in place and harmful chemicals were stored safely and securely. We viewed the maintenance file and were able to see that all serviceable equipment had been serviced to ensure its safety; there were also certificates to evidence that gas and electricity were serviced appropriately.

Regular checks of the fire alarms take place at Cartref Lake Road East and staff are trained in fire safety. We saw that all people living at the home had a Personal Emergency Evacuation Plan (PEEP) which is important as it guides staff on how to evacuate people in an emergency.

Leadership and Management

People benefit from effective leadership and management. Cartref Lake Road East has a suitably qualified manager who is registered with Social Care Wales (SCW) and a Responsible Individual (RI) who has excellent oversight of the service. The RI has an office within the home and was present on the day of inspection. We spoke with the manager and RI during the visit and were confident that they both understood the legal requirements in regard to the regulations.

We were able to see that quality assurance was taking place, but this had not been compiled into a 6 monthly report, but we were given assurances that the RI was looking to rectify this as soon as possible. The home has robust policies and procedures in place for the smooth running of the service; we noted that the service has not received a complaint since registration and had not had cause to make any safeguarding referrals, but understood how and when they should. We saw that Deprivation of Liberty Safeguards (DOLS) applications were made where necessary and notifications were made to us (CIW) when required, which evidences that the home understands and fulfils their legal requirements.

People can be assured that they are supported by people who are recruited safely, trained appropriately and well supported. We saw evidence that pre-employment checks and Disclosure and Barring Service (DBS) certificates were applied for prior to staff member beginning their employment at Cartref. These checks are important as they determine whether a person is suitable to work with vulnerable people. We saw that there was a process in place to ensure DBS certificates were renewed every three years.

We viewed the staff training and supervision matrix's and found that they contained some minor gaps. We discussed the gaps with the manager and RI, and were told that due to Covid-19 there had been delays with refresher training and some staff supervisions, but they were actively working toward ensuring that all staff have a formal supervision and all refresher training is completed.

Staff we spoke with spoke very highly of the management, and told us that they felt very well supported and valued. One staff member said "*I absolutely love working here, the manager is lovely*". On the day of inspection a staff member was retiring after working at Cartref for 26 years. We witnessed the staff gathering in the dining room with the manager and RI who thanked the staff member for their work and presented them with flowers and gifts from the staff and the organisation.

Areas for improvement and action at the previous inspection

None

Areas where immediate action is required

None

Areas where improvement is required

None

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No noncompliance records found in Open status.