



Inspection Report on

Cae Eithin

**23 Cae Eithin
Llangyfelach
Swansea
SA6 6EZ**

Date Inspection Completed

5 July 2021

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About Cae Eithin

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Accomplish group ltd
Registered places	3
Language of the service	English
Previous Care Inspectorate Wales inspection	12 February 2019
Does this service provide the Welsh Language active offer?	The service are workings towards the provision of the Welsh active offer.

Summary

Cae Eithin is a small care home in a residential housing estate in Morriston. It has parking to the front and a small enclosed garden to the rear.

People living in Cae Eithin are treated with compassion and respect and are supported by a consistent and dedicated staff team who know them well. People appear happy living in a home that is welcoming, personalised and well maintained. There are systems in place to ensure care is delivered to meet the changing needs of people and there is adequate oversight of how the service is being delivered.

Well-being

People have a voice and are treated with dignity and respect. Personal plans are written with the input of people from the onset of care provision. These personal plans are up to date, detailed, and accurately reflect people's current needs and how best to support them. People are happy in the service and are complimentary of the care team, one said "*I love them, they are all my friends*". People and care workers are asked for their views on the service, and if any improvements can be made.

People's physical, mental health and emotional wellbeing is promoted. The service has good procedures in place to manage people's medication and monitor any side effects. There are arrangements in place to monitor people's health and well-being and medical appointments are sought and attended as required. The consistent staff team know people very well and are able to recognise any physical or mental health issues quickly. They adapt their approach to support people as required and source advice from medical professionals in a timely way if required.

People are supported to maintain relationships. Care provision is consistent and care workers have built good relationships with people living in the service. The care team are content in their roles and feel valued and supported. The service has encouraged people to keep in touch with relatives and friends throughout the pandemic and supported people to visit loved ones safely when possible.

People are protected from harm and neglect. We saw on the training matrix that all staff have completed safeguarding training and those spoken with are clear about their responsibilities around protecting people and know the procedures to follow. The safeguarding policy contains clear information regarding the reporting process for staff to follow. Environmental checks take place to ensure the service remains comfortable and safe for people.

Care and Support

People are involved in the planning of their care to ensure they are provided with the quality of care and support they need. We saw that the service adapt a self-led recovery tool for care planning, whereby people assess their own achievements and set their own goals for future care planning. We looked at two care files and found that monthly reviews are carried out with the people, however signatures were not always seen to confirm this. We saw that personal plans and risk assessments provided care workers with approaches to deliver care depending on people's needs at the time of care provision.

There are safe systems in place for the management of medication in the service and to maintain people's health. Medication is stored securely in locked cupboards within the office which is also locked when un-manned. We saw that Medication Administration Record (MAR) are completed accurately. Most care workers in the service have been in post a number of years and subsequently know the people they support well to recognise any deterioration in health. We saw that people are supported to attend routine medical appointments and these are all documented in their care files. Medical assistance is sought promptly if any issues arise with people's health.

The service promotes hygienic practices and manages the risk of cross infection. We saw that all care staff wear Personal Protective Equipment (PPE) appropriately. There is a PPE station on entering the premises. The provider ensure that visitors into the service are screened appropriately before entering, this includes body temperature checks and Lateral Flow Tests (LFT's) where required. The provider has a Covid-19 guidance document in place which is updated as government guidelines change.

Environment

The provider ensures that individual's care and support is provided in a location and environment with facilities and equipment that promotes achievement of their personal outcomes. Cae Eithin is located in a housing estate and has parking facilities to the front of the property. To the rear of the property there is a small, enclosed garden with seating and patio area. There is a comfortable and homely lounge and dining room and a fully equipped kitchen. We found these areas clean, comfortable and welcoming. People told us they liked living in the service and they felt part of decisions about the environment. People have pride in their home and are supported to maintain the property and carry out their own laundry and domestic tasks.

The service provider has procedures in place to identify and mitigate risks to health and safety. We looked at the daily maintenance file and saw that appropriate audits are carried out routinely in the home. This is to ensure compliance with environmental checks which include water temperatures, fire safety equipment and emergency lighting. We saw certificates for gas, electricity, and fire safety were up to date. The provider has a maintenance contract with an external provider and requests are made when repairs and works are due and these are carried out in order of priority set out by the service manager.

Leadership and Management

The provider has arrangements in place for the effective oversight of the service through ongoing quality assurance. We saw the last bi-annual quality of care report was completed in January and the currently report was in progress. This report details feedback from people using the service, relatives and care workers. The report gives an overview of the service and feedback received, analysis of the service for the previous six months and any recommendations of improvement. We also saw that quarterly visit reports completed by the responsible individual have resumed after a period of virtual visits due to the pandemic. These visit reports included interactions with people and staff, oversight of the environment and administration and actions required for completion.

Cae Eithin has a consistent and dedicated staff team who are skilled and trained to support people appropriately to meet their needs. We looked at two staff files and saw that recruitment and up to date Disclosure and Barring Service (DBS) checks are in place. We looked at the training matrix and saw that almost all care workers have completed the mandatory training as detailed in the services Statement of purpose (SOP). Supplementary training to enhance care delivery to people at the service has also been undertaken by care staff. We saw that supervisions and appraisals are carried routinely for care workers, however, this needs to be documented for senior staff also. Care workers spoken with feel valued, confident and content in their roles. Comments included: *"I love it here, we are such a good team"*, and *"it's not like work really, it's more like spending time with family"*.

The service provider has oversight of financial arrangements and investment in the service. Overall the service is well maintained and there is good oversight to keep the home in a good state of repair. The manager told us that new sofa's were currently on order to enhance people's comfort in the home. Staffing levels were adequate and care workers spoken with confirmed that staffing levels were not a problem in the home. People told us they liked going shopping and choosing what food to buy and make with support from care staff.

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

None	
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Areas where improvement is required

None	
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