



Inspection Report on

Grove View

**263 Birchgrove Road
Birchgrove
Swansea
SA7 9NA**

Date Inspection Completed

12 July 2021

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About Grove View

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Accomplish group ltd
Registered places	9
Language of the service	English
Previous Care Inspectorate Wales inspection	13 May 2019
Does this service provide the Welsh Language active offer?	The service are working toward the Welsh Language active offer

Summary

Grove View is care home for women with mental health support needs. Nestled in the village of Birch grove in Swansea, it sits off the main road with its own driveway and car parking area with a small garden areas.

People are supported to build on their independence by a dedicated staff team. People appear settled in the service which is homely, personalised and generally well maintained. There are systems in place to ensure that care plans are reviewed regularly to reflect peoples changing needs and encourage further progression of their independence. People are supported by care workers that are sufficiently trained and supported by an approachable and visible management team. Overall there is adequate oversight of how the service is being delivered through monitoring, obtaining feedback and planning for the future.

Well-being

People have a voice and are treated with dignity and respect. People are involved with the writing of their personal plans from the onset of care provision. These plans are reviewed and updated to meet people's current care needs. People are encouraged to control their own progression and set their own challenges towards maintaining and improving their independence. People spoken with are settled in the service and have built good relationships with the care team.

People's physical, mental health and emotional well-being is promoted. There are robust procedures in place to monitor people's mental health and well-being, medication is managed well with good procedures in place for the recording, storing and auditing of medication in the service. Personal plans clearly indicate how to identify if people are displaying any ill mental health and care workers are able to respond appropriately and seek medical advice when required.

People are supported to maintain relationships. Care workers have good relationships with people and know how to support them well. Relationships with people and their families are supported and encouraged. Regular group activities take place in the service and people are encouraged to go out into the community to build on their independence.

People are protected from harm and neglect. Care workers are up to date with safeguarding training and are clear about their responsibilities and the procedures to follow if they have any concerns about people they support. Environmental checks are routine in the service to ensure the service is comfortable and safe for people. All sharp objects are stored securely in locked cupboards to minimise risk to people. There are good procedures in place to minimise the risk of Covid-19 from coming in to the service.

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. People we spoke with are highly complimentary about the care and support they receive in Grove View one said "*the staff are brilliant*". The service use a self-led recovery tool for care planning, whereby people assess their own achievements and set their own goals for future care planning. This has been a success in Grove View, the manager told us there are people in the service who are actively looking to progress into the next stage of their independence. We looked at two care files and found that monthly reviews are carried out with people and signatures are in place to confirm this. One person said "*they talk to me about my care plan and they know how to support me*". 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 cupboards within a locked medication room which is neat and organised. Personal Sharp items are also stored in separate personal boxes in the medication room. We saw that temperature checks are in place daily to ensure medications are stored appropriately. Medication Administration Record (MAR) seen are completed accurately with signatures of care staff visible. Medication used on an as needed basis (PRN) were recorded accurately and information is available for care staff to be aware of any potential side effects. Care workers have good relationships with people in Grove View and are able to identify any deterioration in their health and seek support in a timely way. We saw in care files that people are supported to attend routine and emergency medical appointments as required.

The service promotes hygienic practices and manages the risk of cross infection. We saw that all care staff wear Personal Protective Equipment (PPE) appropriately. The provider ensures pre-entry screening is in place for visitors who must complete a negative lateral flow test before entry into the service. A Covid contact trace form is then completed and temperature taken before entry is granted. There is a PPE station on entering the premises. There is a Covid-19 guidance document in place which is updated by the provider as government guidelines change.

People are encouraged to participate in group and individual activities in the home. We saw that people are engaged in social activities and saw on care records that people are actively encouraged to keep in touch with family and friends. Despite the Covid pandemic we learnt that people were still able to enjoy a break away and visit theme parks, go out for daily walks, visit the local public house, undertake cooking challenges and enjoy takeaways and movie nights.

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. Grove View is located in the heart of the village, set back from the main road and in close proximity to the local shop and public house. There is a small garden and seating area to the rear of the property and a designated smoking shelter. Outdoor areas are in need of some work to make them more inviting, however, the manager told us that this is being arranged. Internally the service is in good state of repair with a large lounge/ diner and a separate smaller lounge, there is a spacious fully equipped kitchen where all sharp instruments were securely locked away for safety. Laundry facilities are used independently in the home and people are encouraged to maintain the cleanliness of their home. All bedrooms are personalised and have en-suite facilities and several rooms also have a kitchen area for further independence. We found all communal areas clean, homely and welcoming. People told us they liked living in the service and enjoy giving their opinion on things that take place.

The provider has procedures in place to identify and mitigate risks to health and safety. We saw that environmental audits are carried out routinely in the home to ensure all is in good working order. This ensures compliance with environmental checks which fire safety equipment, doors and window checks and emergency lighting. Certificates for fire safety, gas and electric are all 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. Maintenance tasks were being completed during the visit.

Leadership and Management

People are supported by a care team who are skilled and trained to support people appropriately to meet their needs. We looked at two staff files and saw that recruitment documentation and Disclosure and Barring Service (DBS) checks are up to date and renewed as required. The training matrix was seen, a high percentage of care workers were up to date with mandatory training and we also saw a high level of developmental training had been completed. Training undertaken corresponds with those detailed in the services Statement of purpose (SOP). Supervision and appraisal are carried out routinely with all staff, and those spoken with feel valued in their roles and were complimentary of the support from the management teams. Comments included: “*management are very easy to talk to, very warm and receptive*”, and “*we all work really well together*”.

The provider has arrangements in place for the effective oversight of the service through ongoing quality assurance. We saw the bi-annual quality of care report from June. This report contains updates about the service, photos of events that have taken place, feedback from people using the service, relatives and care workers. As well as plans for the future and recommendations of improvement at the service. Quarterly visit reports completed by the responsible individual (RI) have now resumed after a period of virtual visits due to the pandemic. We saw that these reports include interactions with people and staff as well as an oversight of the environment and administration at the service.

The service provider has oversight of financial arrangements and investment in the service. Overall the service is well maintained internally and there is good oversight to keep the home in a good state of repair. We saw that several rooms had been redecorated recently and new flooring had been installed in recent months. People told us that they are involved in decisions when any changes were required in the home. Care workers told us that staffing levels were good in general and that if ever there were problems support could be sought promptly.

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

Staff were not receiving supervision every three months	
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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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