



Inspection Report on

**Thompson Court
CARDIFF**

Date Inspection Completed

14 June 2019

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Description of the service

Thompson Court is located in a busy area of Cardiff. The home provides care and accommodation to a maximum of three adults with functional mental health problems. People using the service have easy access to a wide range of local shops, services and facilities as well as public transport routes.

There is a person appointed to manage the service who is appropriately registered with the workforce regulator (Social Care Wales). At the time of this inspection a responsible individual was not in place. This role should provide strategic and operational oversight of the service.

Summary of our findings

1. Overall assessment

Thompson Court offers people a warm and comfortable home where emphasis is placed upon people learning and regaining independent skills. This is facilitated by staff who know residents well and who are able to respond to people's needs.

The service provider does however need to ensure there are appropriate arrangements for ensuring oversight of the service. This was particularly evident following our review of various policy documents and the internal processes for reviewing and improving the quality of care.

2. Improvements

This is the first inspection of the service following re-registration under the Regulation and Inspection of Social Care (Wales) Act (RISCA) 2016. Therefore any improvements will be commented upon at the next inspection.

3. Requirements and recommendations

Section five of this report sets out our recommendations to further improve the service.

These included the following:

- Oversight of service by a responsible individual
- Quality assurance processes, including responsible individual reports, which are analytical and which fully inform service improvements
- Review and revision of essential policy documents.

1. Well-being

Overall we found that people receive a good service from Thompson Court where their well-being is given emphasis and support is provided to enable people to achieve their personal outcomes and goals. We found that people have a voice and can influence their care and to some extent how the service develops. Nevertheless, it was clear from this inspection that people are treated respectfully and have the support they need to enhance and promote their independence. The service provider works with residents to ensure they have a sense of control over their every-day lives.

People also receive the care and support they need to maintain and promote their physical and emotional health and well-being. We saw that people were supported to take responsibility for their own health within a supportive environment. Staff had the information needed to allow them to do this whilst also the knowledge to know when extra assistance may be required. The service provider works positively with people to promote an overall sense of well-being.

People do not always benefit from a service where the correct information is always available. We found that attention is required to some essential policy documents to bring them up-to-date and fit for purpose. The service provider needs to ensure that people have the information they need, to raise concerns and to promote a sense of well-being from being suitably protected from harm, abuse or neglect.

2. Care and Development

Those living at Thompson Court receive care and support from a service that knows them well because each person is involved in setting their own goals and desired outcomes. A visiting professional commented that even where a person was reluctant to set their own goals, staff provided appropriate support to help the individual with this. The care records supported this. We saw care planning was an inclusive process with the person signing their agreement with what was in the plan. One resident told us “*staff help me*”. This is a service where people receive the care and support they need because the person is consulted throughout.

Care needs are appropriately met by well-informed staff. The paperwork we saw was up-to-date. Reviews were carried out at regular intervals and the views of the person were sought at this time. We noted the service used the ‘recovery star’ model, a recognised approach to working with individuals with complex mental health needs aimed at promoting and enhancing the person’s independent skills. We saw this was used with effect. The manager explained the people living had stepped down from more intensive support and this was confirmed by the visiting professional we spoke with. There was an emphasis on the outcomes people had achieved within the paperwork and we saw evidence in one file where clear goals had been met. However, we explained to the manager that whilst the recovery star was used to review progress it would also be beneficial to better capture the overall outcome of that review and where changes to people’s care plans had been introduced as a result. Nevertheless, the service maintains accurate records so people receive support from staff who have the knowledge they require to meet their needs.

People’s physical well-being is supported by this service. Our review of the records showed, in line with the aim of enhancing independence, people were encouraged to make and attend appointments independently. This was supported by appropriate risk assessments. We saw staff kept a calendar of important healthcare appointments so they could provide support if required. People are encouraged to take responsibility for managing their own medications. We were advised by the manager that all the current residents self-managed their medications. We noted that the service had appropriate mechanisms for supporting people with this. Risk assessments were in place to identify for staff any areas they needed to be vigilant. We saw monitoring was undertaken by staff with regular medication audits completed. We are satisfied that people living at Thompson Court receive the support they need to maintain their ongoing health and well-being and this is underpinned by safe medication management systems.

3. Environment

Thompson Court offers people a warm and comfortable home. We viewed all areas of the home used by people living there. We saw the home was well decorated and maintained. The furniture and fittings were of good quality. One person we spoke with expressed how much they liked the living there and highlighted the standard of decoration and the kitchen as things they were particularly happy with. Given the emphasis on promoting and enhancing independent skills, the home is conveniently located close to shops, bus routes and local amenities.

One resident showed us their room. We saw it had all the fixtures and fittings required and contained items of importance to them. Each bedroom had en-suite facilities. People have keys to the property and their rooms. This was confirmed in conversation with a person living there. We were satisfied the home was as described with the service's statement of purpose (a document which outlines all aspects of service delivery). We also considered the outdoor space. There was a small, contained garden which was well maintained. We saw from a review of care records that residents were involved in further developing this space by the addition of garden furniture such as bird feeders. The service provider therefore ensures that people receive care and support in an environment that promotes the achievement of their personal outcomes.

People receive care and support in a safe environment. The home was well lit and rooms and corridors were clear of unnecessary clutter. A review of records showed health and safety for residents was given prominence. We saw evidence that regular fire evacuation and drills were completed. The documents demonstrated that people living at the home knew what to do to keep themselves safe in the event of a fire. Fire equipment was visible where required. We saw all other required safety checks were completed. We saw records which indicated checks were carried out on water temperatures and window restrictors. The service provider pays attention to potential risks to the health and safety of residents and mitigates them as required.

4. Leadership and Management

It would be beneficial for people living at Thompson Court if the overall governance arrangements were strengthened. It is a legal requirement that a responsible individual is nominated. This role is essential to ensuring the service provider has sight of the quality of care provided. At the time of the inspection the previous responsible individual was no longer in post and the service provider had not notified Care Inspectorate Wales of any interim arrangements as is required. Legal requirements were therefore not being met. We note that another person will be taking on the responsible individual function. However, the application had not been submitted to CIW. The service provider should take steps to provide a sound basis for ensuring the overall operation of the service continues to promote positive outcomes for those residing at Thompson Court.

People are supported in a service which is well managed. The manager, who was present throughout the inspection visit, demonstrated she was knowledgeable about the needs of residents. She was able to quickly retrieve the information we requested. Our observations were confirmed by a visiting professional who spoke positively of the manager. We identified however, that management at the home would be further enhanced by more robust quality of care monitoring which provided clear improvement actions. A report was provided to us described as an annual review. We remind the service provider that a quality of care review must be completed at least every six months. The document we saw included evidence of consultation with residents so people do have some opportunity to have their say about the service. However, we saw no analysis of this information and the report did not contain an overall conclusion about the quality of care provided at Thompson Court. This lack of analysis was also evident in the reports completed by the responsible individual. We therefore recommend that the service provider consider how these arrangements might be strengthened moving forward. Whilst overall people receive a good service this is not informed by quality assurance processes aimed at continued development and improvement at the service.

It is not clear that people benefit from an open and transparent service which learns from mistakes and has appropriate procedures for safeguarding. We reviewed the policy documents relating to complaints, whistleblowing and safeguarding people. Each was very out of date. We saw references to old legislation, the wrong company name and it was apparent these documents had not been reviewed since 2017. The whistleblowing policy did not provide any guidance on the support that may be provided in the event that a person felt able to come forward with concerns. These documents did not meet legal requirements and urgent review and updating is required. The safeguarding policy contained no references to current legislation. The service provider needs to pay greater attention to policies that support people raising concerns, complaints and allegations of potential abuse or neglect.

Those living at Thompson Court are well supported by staff appropriately recruited and trained. A review of staff files satisfied us the necessary pre-employment checks were completed and we saw evidence of staff training in the files. Overall staff appeared to be supported in their roles through regular supervision (a 1:1 meeting between the staff member and a person in a senior role to discuss issues, development opportunities and ensure the staff member feels confident in their job). At the time of the inspection one of the

staff files was unavailable at the property and we were advised generally staff files were stored at another location. We advised that a copy must be at the premises and available for inspection at any time. The service is staffed on a 24-hour basis. Consideration of staff rotas showed no issues in relation to staffing levels at the home. The service provider ensures people are supported by an appropriate number of suitably trained and knowledgeable staff to meet needs.

5. Improvements required and recommended following this inspection

5.1 Areas of non-compliance from previous inspections

This was the first inspection of the service under the Regulation and Inspection of Social Care (Wales) Act (RISCA) 2016.

5.2 Recommendations for improvement

We also make the following improvement recommendations:

- The service provider should consider how the review information captured on the recovery star might also be written so that changes to care plans are better identified
- The service provider should review and revise the content of the complaints policy and procedure so that it does not include reference to out-dated information
- Ensure oversight of the service by a responsible individual
- Ensure Quality assurance processes, including responsible individual reports, which are analytical and which fully inform service improvements

6. How we undertook this inspection

Further information about what we do can be found on our website:

www.careinspectorate.wales

7. About the service

Type of care provided	Care Home Service
Service Provider	Accomplish group ltd
Manager	There is a manager in place at the home who is registered with Social Care Wales.
Registered maximum number of places	3
Date of previous Care Inspectorate Wales inspection	This is the first inspection carried out under the Regulation and Inspection of Social Care (Wales) Act (RISCA) 2016.
Dates of this Inspection visit(s)	14/06/2019
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	We recommend that the service provider considers Welsh Government's 'More than just words' follow on strategic guidance for Welsh language in social care?.
Additional Information:	

Date Published 29/08/2019