



Inspection Report on

Pontcanna House

**Pontcanna House Residential Care Home
128-132 Llandaff Road
Cardiff
CF11 9PW**

Date Inspection Completed

7 April 2021

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About Pontcanna House

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Pontcanna House Limited
Registered places	28
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	Yes

Summary

This inspection was completed as part of our annual inspection programme and was unannounced. Nasik Al-Mufti is the Responsible Individual (RI) and Manager who has overall accountability for the service. She is registered with Social Care Wales (SCW) and oversees the day-to-day running of the home.

People and their relatives 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 Pontcanna House and many of the staff have worked at the service for a number of years. The home was significantly affected by the COVID-19 pandemic this year but now seems to have overcome these difficulties and be operating smoothly again.

Staff and residents have positive relationships. Staff understand the needs of the people they support well and deliver care in a respectful and dignified way. People have control over their own lives and are able to make their own choices as far as possible. Care documentation is robust, easy to understand and reflective of the person being cared for. Referrals are made to external professionals such as GP's and district nurses as required.

The environment is clean, warm and welcoming; there is a homely feel at Pontcanna House. 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 specific 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 spend their time, with activities readily available. People enjoy their meal experience and have a good choice of meals. Staff deliver person centred care and have a good understanding of how people want to be cared for. Senior staff on duty are confident in their roles and make referrals to external professionals as required. People have their own rooms, which are warm, clean and personalised to their own taste. People have family photos, flowers, cards and memento's from their travels around the world in their rooms which gives a homely feel to their surroundings.

People are treated with dignity and respect. People are supported to maintain their personal appearance and all residents are clean and well cared for. Personal care is provided when required, continence care is provided discreetly, and promptly; all incontinence products are 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. Staff support people with care, compassion and good humour. During the visit, we saw staff sitting with residents; engaging them in conversation and encouraging them to join in with activities.

People can be assured that they are protected from harm or abuse. 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. Pontcanna House is clutter free and safe from hazards as far as practically possible. There is a lift for people to access alternative floors 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 there were sufficient staff on duty to support people, as they required it as well as engage with people in conversation and activities. Call bells are answered swiftly and staff go about their duties unrushed. We saw staff interacting well with residents and evidence of positive relationships. Staff provide care with genuine warmth and compassion. One person we spoke with told us *“the staff are very good, there are always plenty of them and they have just got me a nice cuppa”*. Another was being isolated in a separate area of the home after recently being discharged from hospital. We heard laughter coming from this room and saw that correct infection control procedures were being followed. Staff we spoke with did not raise any concerns regarding staffing levels and told us *“there is always enough staff here”*.

We saw that resident's files contained all the required information including risk assessments and personal plans of care. These are reflective of the person being cared for and reviewed regularly. We saw evidence that referrals are made to external professionals as required and any guidance or information was fed into personal plans and followed correctly. People can be assured that they have choice and autonomy. We saw that personal plans of care highlighted people's preferences, likes and dislikes. During the inspection, we were able to see that staff understood people's needs and preferences. We saw that some people chose to engage in activities while others chose to spend time doing other things of their choice, including chatting to staff or watching TV in their room. We saw that the menu board in the dining room displayed the food menu for the day, with a choice of meals on offer. We were told that during the pandemic the home has been using technology for people to maintain contact with their families. We spoke to some family members after our visit and received positive feedback on how well Pontcanna House looks after their loved ones. Comments from relatives of residents included;

- *“We were so pleased to be able to do an indoor visit again last week and see how well they were doing”*
- *“Staff are amazing, they are so down to earth and take care of all the little details to make sure people are happy and well looked after”*
- *“The home is great; we used to love joining in parties and celebrations before the pandemic. It is lovely to be able to visit again, most of all we are grateful for having peace of mind that they have been looked after throughout the pandemic”*

Environment

People can be assured that they live in an environment that meets their needs and promotes their well-being. Pontcanna House is warm, welcoming and free from malodour. The home is 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 saw that there was no bin to dispose of PPE in the staff changing room; the RI assured us that the bin was moved by mistake and was replaced on the day. We suggested some improvements to food storage and rotation in an outbuilding, these were matters of quality rather than safety and the RI assured us that these would be addressed immediately. The back garden area is level and suitable for walking aids, well laid out with a selection of well-maintained garden furniture. The home also benefits from a separate 'club house' that is tastefully decorated with old film star images and currently used for indoor visits following Welsh Government guidance.

The home has a 5 star rating from the Food Standards Agency which is the highest rating possible and means the hygiene standards are very good and comply with the law. We viewed a selection of bedrooms and saw that they were warm, clean, and personalised to each resident's tastes.

People benefit from a safe and secure environment. On arrival, we found the main door secure, were asked for identification and to sign the visitors' book before we were authorised access. We saw that there are 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. Regular checks of the fire alarms take place at the home and staff are trained in fire safety. We saw that 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. We found the model of care documented in the statement of purpose accurately reflects the approach being followed during the inspection. This was evidenced through reviewing people's personal plans, discussing people's care and support with them and through discussions with care staff. The home was significantly affected by the COVID-19 pandemic earlier in the year. This led to the RI/Manager and a number of regular staff being absent from work for a period. The Local Authority and Local Health Board were required to support the safe running of the home, along with a number of agency staff. We discussed this situation with the RI who has assured us that she plans to appoint a Manager from within the current staff team to give greater support to the management structure. The RI also told us that she is arranging to ensure that an interim RI can cover her if she is absent from work again.

The RI has undertaken regular quality assurance checks to ensure that the service is fully compliant. We found these reports to be comprehensive and clearly identified the service areas to be improved as well as celebrating their successes. Staff receive regular supervisions with their line manager as well as attending staff team meetings. Staff told us that they feel valued and well supported in their duties. One staff member said, *"I love it here, we work really well together as a team and I can go to the Manager at any time if I want to discuss anything at all"* another staff member said *"we always have plenty of staff on duty and I feel well supported by the Manager"*. Staff turnover is low which allows people to be supported by a consistent staff team. We saw that staff training and development is mainly up to date. Staff receive training in a variety of key areas to ensure they are confident and well informed in delivering person-centred support.

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

None	
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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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