



Inspection Report on

Woodside Grange Care Home

**WOODSIDE GRANGE CARE HOME
45 TAN Y BRYN ROAD RHOS ON SEA
COLWYN BAY
LL28 4AD**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

14 January 2020

Welsh Government © Crown copyright 2020.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.

Description of the service

Woodside Grange is located in a quiet residential area of Rhos-on-Sea. The service provides residential care and support for up to 35 people.

The registered provider is a partnership. Michelle Snook is the Responsible Individual (RI) overseeing the service, who is one of the partners. The manager is registered with Social Care Wales (SCW).

Summary of our findings

1. Overall assessment

Overall people living at Woodside Grange receive person centred care from staff who know people well and can meet their needs. People's preferences are respected and they are able to have a say about how they want to be supported. Their independence is encouraged, they are able to socialise with one another and activities are provided for those who want to participate. Any changes in needs or moods are identified and where necessary referrals are made to the relevant professionals to ensure people stay healthy and well. Staff treat people with dignity, kindness and interactions are positive.

2. Improvements

The home was registered under the Regulation and Inspection of Social Care Wales Act 2016 (RISCA) and this was their first inspection under the new legislation. Any improvements will be considered as part of the next inspection.

3. Requirements and recommendations

Section five of this report sets out our recommendations to improve the service. These include the following:

- People/ relatives involvement
- Induction
- Supervision

1. Well-being

Our findings

People have control over their day-to-day lives. Personal plans included information about what people wanted to be called as well as their hopes for example wanting to remain as independent as possible, be in control of their own life and make decisions for themselves. People choose where they wanted to eat their meals and this was recorded in their plan. Staff were offering people choices of drinks and asked a person *“do you want to come make some drinks”*, which they did and this was in line with their personal plan. Staff told us they offered choices to people including what they wanted to wear, what they wanted to do, times of getting up in the morning or retiring to bed in the evening. People’s individual circumstances are considered and they can contribute to decisions about their life.

People are supported with their physical, mental health, emotional and social wellbeing. People are able to access the relevant health care professionals when needs change, to keep them healthy and well. Activities are provided for people who want to participate as well as respecting the wishes of those who choose not to. We heard staff chatting with a person about the type of work they use to do and we saw that their personal plan recorded *“talk about my life nothing makes me happier”*. We spoke with two people who were taking their time to eat their breakfasts, enjoying the views, the sunshine and the music playing in the background. A relative told us their family member enjoyed the children coming in from the local nursery and that the pet dog called Dexter was *“very much part of things”*. Information about people’s religious and cultural preference were recorded, religious items were seen in a room which reflected a person’s faith and beliefs and contact with people from the church was maintained. People get the right care and support and do things that make them happy.

People are protected from abuse and neglect. Staff receive training in safeguarding and there is a policy and procedure for them to follow regarding safeguarding and complaints. A relative and staff we spoke with said they felt able to raise concerns and that these would be acted on. Deprivation of Liberty Safeguard (DoLS) applications had been made where a need had been identified. Risk assessments had also been completed to keep people safe from harm. People are protected from abuse by trained staff and there are systems in place to keep them safe.

People live in suitable accommodation. Woodside Grange is well maintained, decorated and attention to detail has been paid to the furniture and furnishings throughout. We were told by the manager that people had helped to choose the décor including looking at wallpaper samples and that their suggestions had been taken on board. People choose where they wanted to spend their time either on their own or socialising with others in the lounges. There was a bus stop in one of the hallways and the manager told us people and staff would sit there and go on an imaginary journey together. Different outdoor areas are provided for people to access such as a sensory garden with raised flowerbeds and a seaside section, weather permitting. People live in an environment, which supports them to achieve their well-being.

2. Care and Support

Our findings

People's personal plans are developed in consultation with them, their relatives and advocates, where required. A member of staff commented that from the initial enquiry about a person coming to live at the service, families were involved and they *"find out a lot about who person is then"*. Other staff talked about how they spent time with people and their families finding out more information. We spoke with a relative who told us they were aware of their family member's personal plan and were kept informed of any changes. People's plans were being reviewed on a monthly basis or as needs changed. Consideration needs to be given to evidencing people and relatives involvement in personal plans and this was discussed and will be reviewed by the manager. People have accurate and up to date plans for how their care is to be provided to meet their individual needs.

People are supported with their emotional and mental wellbeing. "About me" information recorded people's preferences, important relationships and how they wanted to engage with others. Examples included enjoying conversation with carers, having a laugh and joke, being interactive, needing stimulation, making new friends and feeling like part of the community. The manager told us they were researching and developing a checklist of activities to hold a person's attention as their focus was on checking things due to the type of work that they use to do. We saw one person keeping busy by cleaning, wiping down tables, collecting and taking cups and saucers away. This was in line with their personal plan to feel happy, fulfilled, useful and able to help others. When people showed signs of distress this was noticed by staff who intervened and diffused situations in a kind, caring and positive way. Changes in people's moods were monitored, discussed and referred on to health professionals when needed to review whether their needs were being appropriately met. A relative said staff were *"always kind, helpful, nice and very caring"*. A member of staff told us the *"care for service users very, very good"*, *"everyone's happy"* and *"like a family leaving my family to come to this family"*.

In one of the lounges, there was music playing and people were smiling, tapping their feet, singing along and one person clapped at the end of the song. Staff asked people if they wanted to watch *Fawlty Towers*, which was put on the television for them. The manager told us about activities that took place such as quizzes, reminiscence, arts and crafts, chair and music exercises and entertainers coming in to sing, dance and play musical instruments. The manager told us they tried to be as creative as possible to provide people with new and interesting experiences. One person use to keep donkeys and arrangements were made for two donkeys to be brought to the home for people to see and feed. A Winston Churchill lookalike had visited, made a speech and spent time with people. A relative told us about the different events that had taken place including a summer fair and how well these had been attended by people and their families. The manager told us they had an old-fashioned ice cream cart to serve people ice creams outside when the weather was nice and a Punch and Judy show for people to watch. People are provided with the care and support they need, taking into account their individuality and respecting their wishes.

People are supported with their physical health. Information contained in personal plans included people's health conditions and any health care professionals involved with them.

Visits from GP's, District Nurses and Occupational Therapists were recorded in people's files. The manager told us about one person who was falling more and the steps that they had taken to involve other professionals to ensure they were cared for and supported in the best way possible. Staff files contained certificates for falls prevention, infection prevention and control, administration of medicines, basic first aid training and oral education training sessions. A staff member spoke about the importance of ensuring good oral care for people. People access healthcare and other services.

3. Environment

Our findings

People live in a home, which is nicely decorated and comfortable. People's rooms had been personalised with photographs, books, plants and other items, which mattered to them. Rooms were well decorated, with attention paid to detail such as matching curtains with the bedding. There were large windows in people's rooms, which let in lots of natural light as well as providing scenic views over Rhos-on-Sea. There were two main lounges, dining areas and other quieter places where people could spend their time. One person was sat in a smaller quiet lounge which staff told us they preferred. There was a smaller kitchen area and the manager told us people used this to make their own breakfasts and bake cakes. A relative and staff member commented about the cleanliness of the home. A staff member commented the *"environment they are in is really nice"*. We were told how nice the home had been decorated for Christmas by staff and a relative. The manager informed us of that things were evolving and changing all the time and plans made for the year ahead regarding the environment. This included purchasing a sensory bath to further enhance peoples bathing experience. People live in an environment, which meets their needs, promotes independence and helps them achieve their personal outcomes.

People live in a home, with systems in place to assess the environment. Two maintenance people were employed to carry out general work in the home and provided 24 hour on call cover. We spoke with a maintenance person who told us about the recording systems they had in place to ensure the necessary health, safety and fire checks were completed. The last fire risk assessment was completed on the October 2019 and we were told that this was redone annually as well as fire audits. The maintenance person informed us that fire drills were carried out twice a year and every six months an external trainer visited the home to practice fire drills with staff. Personal Emergency Evacuation Plans (PEEP's) had been completed highlighting in yellow any special needs that people had and these were made available to the fire service. Staff received induction training on fire as well as certificates for fire safety in the workplace training carried out on the 27 June 2019. The service provider identifies risk to health and safety and takes action to reduce these.

4. Leadership and Management

Our findings

People are protected by recruitment checks. Staff files we looked at contained the necessary information. Disclosure and Barring Checks (DBS) had been completed to ensure individuals were suitable to provide care and support to vulnerable adults. We saw evidence of staff inductions and staff confirmed they had received this. We discussed with the manager that staff should complete the induction programme required by Social Care Wales within the defined timescale alongside any service-specific induction programmes. The manager told us they would review this. People receive support from staff who are suitably fit to provide care and support for them.

People benefit from being supported by staff who are encouraged and developed in their roles. Staff spoke with us about the support they received and confirmed that this helped them carry out their roles and responsibilities effectively. Comments from staff included *“team we have got is brilliant at the moment”* and for advice and support, they are *“always at end of phone, senior here most shifts”*. Records and conversations with staff evidenced one to one supervision sessions were being carried out. This provided them with an opportunity to raise any issues or identify any additional support or training needs with a senior member of staff. We noticed that supervision notes recorded comments and not actions to be taken to resolve any issues and this was discussed with the manager. A staff member said an area of improvement was to be listened to more and try to solve the problem. At the time of our visit, the deputy manager was arranging annual appraisals for all staff. The manager told us they were looking at reviewing and implementing a new system to record staff training identifying what had been attended, booked and when refresher training was due. The manager told us they were always looking to source training which the staff would benefit from including booking places on the dementia bus and staff confirmed they were due to attend this and were looking forward to the experience. People can achieve their individual personal outcomes because staff are trained and supported in their roles.

Systems and processes are in place to ensure good management and oversight of the service. We spoke with the RI who told us they were available at Woodside Grange three days per week. We looked at the three monthly visit reports completed by the RI which showed time spent talking with people and consideration being given to any issues with the environment. A relative said they were asked for their views on the service and a staff member told us the *“manager calls us in on a regular basis and asks us”* about the service provided. A relative and staff told us they were able to raise any issues with the manager and staff commented *“the manager is really good”* and the *“manager is good and work is flexible, helps us out”*. Arrangements are in place to ensure the service is well run and care and support is provided to individuals enabling them to achieve their personal outcomes.

People's plans recorded their language preferences. According to the Statement of Purpose Woodside Grange strives to ensure provision of the Welsh Language and communication needs of individuals using the service. They ensured all staff who could communicate through the medium of Welsh were clearly highlighted with the 'Working Welsh' logo on their uniforms. The service continue to work towards providing an 'Active Offer' of Welsh.

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 following re-registration under The Regulation and Inspection of Social Care (Wales) Act (RISCA) 2016.

5.2 Recommendations for improvement

The following are recommended areas of improvement to promote positive outcomes for people:

- Evidence of people/ relatives involvement in personal plans
- Staff to completed the Social Care Wales induction framework
- Any actions to be taken should be recorded in staff supervision notes.

6. How we undertook this inspection

This was a full inspection undertaken as part of our inspection programme. We made an unannounced visit to the service on 13 January 2020 between the hours of 09:35 a.m. and 03:50 p.m.

This inspection was part of the CIW review of outcomes for people living with dementia in care homes.

The following Regulations were considered as part of this inspection:

The Regulated Services (Services Providers and Responsible Individuals) (Wales) Regulations 2017.

The following methods were used:

- We spoke with people, a relative, the RI, manager, deputy manager, three care staff and a maintenance person.
- We used the Short Observational Framework for Inspection (SOFI). The SOFI tool enables inspectors to observe and record care to help us understand the experience of people who cannot communicate with us.
- We looked at a range of records. We focused on four personal plans and associated documentation, three staff files, health and safety and fire information, complaints and safeguarding policy.
- We examined the Statement of Purpose (SoP) and compared it with the service we inspected. This sets out the vision for the service and demonstrates how, particularly through the levels and training of staff, etc., the service will promote the best possible outcomes for the people they care for.
- We looked at communal areas of the home and a sample of bedrooms.

Further information about what we do can be found on our website:
www.careinspectorate.wales

About the service

Type of care provided	Care Home Service
Service Provider	Woodside Grange care Home
Responsible Individual	Michelle Snook
Registered maximum number of places	35
Date of previous Care Inspectorate Wales inspection	This was the first inspection since the service registered under The Regulation and Inspection of Social Care Act (Wales) 2016.
Dates of this Inspection visit(s)	13/01/2020
Operating Language of the service	Both
Does this service provide the Welsh Language active offer?	The service is currently working towards the Welsh Language active offer.
Additional Information:	

Date Published 05/03/2020