



Inspection Report on

Palace Road

**3 Palace Road
Cardiff
CF5 2AH**

Date Inspection Completed

27/11/2020

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About Palace Road

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Ocean Community Services Limited
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	24 October 2018
Does this service provide the Welsh Language active offer?	Yes

Summary

Palace Road benefits from a manager who is in the process of registering with Social Care Wales (SCW) and a Responsible Individual (RI) who has excellent oversight of the service. There are robust process in place to ensure the quality of care provided, and the RI meets regulatory requirements in regard to the role.

People receive care from staff who are trained, well supported and generally understand the needs of the people they care for, but some improvements are required to ensure that staff always provide the right support at the right time. People are happy with the care they receive and speak fondly of the staff who care for them.

The environment is warm, welcoming and fit for purpose, but would benefit from some cosmetic redecoration in places and some health and safety issues were also noted on the day of inspection.

Care documentation is thorough, robust and reflective of the person being cared for and contains the voice of the person throughout. Medication administration processes are generally safe, but improvements need to be made to the required recordings.

Well-being

People can be confident that they have choice. We saw that people are cared for in single rooms which, are personal and contain all the belongings that matter to the person occupying the room. People are encouraged to choose the décor of their room themselves. Care documentation is person centred and contains the voice of the person throughout. People choose how to spend their time, and do the things that they enjoy, and are encouraged to make choices where possible and to be part of any forum that discusses their care of life. People have control over their own finances and buy the things that they want, and eat meals of their choice at the time that suits them.

People are treated with dignity and respect. We saw staff interacting positively with the people they care for, with evident good working relationships. Staff have a good understanding of the need of the people they care for. People we spoke with told us the staff are "*kind and caring*", but also advised that they "*got on better with some staff than others*". Staff receive appropriate training to ensure that they have the skills to meet the needs of the residents and are supported appropriately by management. Care documentation includes the likes and dislikes of the person being cared for, and also highlights the strengths of the person. People are encouraged to be as independent as possible, and receive the support appropriate to their individual needs.

People can be assured that they are safe from harm and abuse. Palace Road is a secure building that can only be accessed with the permission of staff on duty. The building is well-maintained and generally hazard free. We saw evidence that fire alarms are routinely tested and each person has an evacuation plan in place.

Staff are recruited safely and are subject to pre-employment checks with DBS certificates being renewed every three years. Palace Road has a robust safeguarding policy in place, which is in line with the All Wales Procedures and all staff have attended the safeguarding of adults at risk training. This training is also refreshed every year to ensure that staff are aware of how to identify, report and respond to any suspected abuse.

Care and Support

People can be assured that they contribute to the decisions that affect their lives. We examined some care files of people using the service and saw that they are personal to the individual with their likes and dislikes thoroughly recorded. The service does not have any food menus or planners in place as people do their own shopping and prepare meals of their choice, as and when it suits them.

We viewed medication practices within the home and found them generally safe and robust, but noted some minor improvements are required. Medication is stored safely and securely, but there were some gaps noted in the recording of the room and fridge temperatures, which should be completed on a daily basis. There were Medication Administration Record (MAR) charts in place that are signed by staff administering and the person receiving the medication, but the charts were missing staff signatures for medications given on the morning of the inspection. We were given assurances that these issues would be addressed.

Some improvements are required to ensure that people get the right care as early as possible. Care planning documentation is robust and clearly outlines how people's needs should be met, but on the day of inspection we saw some practice that was not in line with how a person's care should be provided. The manager intervened at the time to ensure the person's needs were met, and following the inspection we were given assurances that this was an isolated incident and that measures have been put in place to prevent such a reoccurrence.

We saw that care documentation is reviewed regularly and updated when a person's needs change. We saw that referrals are made to external professionals in a timely manner and any advice or guidance is fed into people's care plans.

People do the things that matter to them. We saw that people have their own weekly planners in place, which include activities of their choice and spending time doing the things that make them happy. On the day of inspection, we saw that people had their own personal routines and were supported to be as independent as possible. People we spoke with told us that they completed activities of their choice; one person told us about their photography interest and another person showed us their gym equipment as they like to keep fit. We saw that people were supported to access the community on their own or with staff members and plans were in place to ensure that relationships with family are maintained through visits or telephone contact.

Environment

People live in an environment that meets their needs. Palace Road is a large property situated in a suburb of Cardiff that has good transport links and local amenities. The service has ample communal space that allows people to spend time together communally if they wish, and a large kitchen that can be used for the preparing and eating of meals. Palace Road is warm, clean and the building is well maintained, but the service would benefit from some cosmetic redecoration and new carpets in places, which is something that the service is actively looking to rectify as soon as possible.

People have their own bedroom, which are large and benefits from en-suite facilities. Rooms we saw are personal to the person occupying the room and contain all their personal belongings. One person we spoke to said *"I love my room, it is big enough to fit all my things in"*.

People generally live in a safe environment, but some improvements are required. On arrival we found the main entrance secure and we were asked for identification and to sign the visitor's book before being authorised access. We found the environment to be very neat and tidy and clutter free, but on the top floor landing we saw there were some personal belongings of a previous resident that included weight lifting equipment including a bar and weights that could potentially pose a risk to people. When we highlighted this to the manager the weights and bar were locked away immediately. We saw that window restrictors are in place throughout the home and harmful chemicals are locked away safely and securely. Appropriate safety checks are completed as required and all residents have a Person Emergency Evacuation Plan (PEEP) in place, which is a plan on how people should be evacuated in the event of an emergency. We noted that outside a resident's bedroom door were two small fridges, and recommended that these are moved as they would be a hazard in the event of an emergency, and were assured that they would be moved as a priority.

Leadership and Management

People benefit from the positive leadership and management in place.

Palace Road benefits from a manager who is in the process of registering with SCW and an RI who has excellent oversight of the service. We were assured that the managers registration with SCW was imminent. We saw that quality assurance monitoring takes place as required and the RI meets legal requirements in regards to monitoring the service. On the day of inspection we spoke to the RI who was present at the service and found that she has an excellent understanding of the legal requirements of the role and is committed to providing a quality service to people.

We saw that safeguarding referrals are made to the Local Authority, notifications are made to us (CIW) when required and complaints to the service are taken seriously and responded to appropriately.

People can be assured that they are cared for by staff who are recruited safely and trained appropriately. We saw the staff training matrix which indicated that the majority of staff have attended the required training courses, and staff who hadn't were booked on up and coming courses. We viewed a selection of staff personnel files and saw that all required information was contained within. We were able to see that recruitment is robust as pre-employment checks including references and Disclosure and Baring Service (DBS) certificates are applied for before potential staff are offered a position. These checks are important as they determine a person's suitability to work with vulnerable people.

We saw that staff supervisions are completed regularly which is important as this is a formal opportunity to discuss staff development and any practice issues. Staff we spoke with told us that they felt well supported and described the manager as "lovely", and said that they could "*go to her with any problems at all*". Staff also told us that they had opportunity to develop professionally within the company.

Areas for improvement and action at the previous inspection

None

Areas where immediate action is required

None

Areas where improvement is required

None

Date Published 26/01/2021