



# Inspection Report on

**Riverdale**

**29 Pantbach Avenue  
Cardiff  
CF14 1UR**

## **Date Inspection Completed**

29/04/2021

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## About Riverdale

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Ocean Community Services Limited
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	28 November 2018
Does this service provide the Welsh Language active offer?	Yes

### Summary

People receive quality care from staff who understand their needs and provide care with patience, kindness and respect. People are happy living at Riverdale and speak highly of the staff who support them. Staffing levels are sufficient to meet the needs of people using the service and staff are well trained to undertake their roles. People have choice and autonomy over their lives and do the things that matter to them. Care documentation is thorough, robust and clearly outlines how people should be cared for. Medication storage and administration processes are safe and further promote individual care.

People are cared for in an environment that is safe, hazard free and decorated to a high standard. People have their own rooms, which are personal and decorated to their choice. Management at Riverdale is stable and effective with quality assurance monitoring and Responsible Individual (RI) visits taking place in line with regulations. Staff recruitment is safe and robust, and staff told us they are happy working at Riverdale. Staff receive formal supervision regularly, and can also speak with the manager at any other time.

## Well-being

People have control over their own lives. Care provided at Riverdale is person centred and promotes independence. People are supported to make their own decisions and are fully involved in the planning of their care. People have choice in regard to food, daily routines and recreational activities and are fully supported to fulfil their well-being outcomes. People have their own bedrooms, which are warm, comfortable and personal to them. There are quality assurance processes in place that take into account resident feedback and the RI engages with residents during every monitoring visit. The home manager facilitates regular resident meetings, and people are also encouraged to speak with the manager outside of these meetings if they wish. There is a robust complaints policy in place, and people know how to complain, and we saw complaints are taken very seriously and dealt with appropriately.

People get the right care as early as possible. Care documentation outlines people's needs and how care should be provided, and also includes what people are capable of doing for themselves. Care documentation is reviewed regularly to ensure it is up to date and people continue to get the right level of support. People living at Riverdale are supported by an internal multi-disciplinary team and also have access to external professionals when required. Staffing levels ensure people don't have to wait for care, and enables people to access the community or engage in activities of their choice, as and when they wish. Medication processes within the home are safe and robust; people get the right medication as and when they require it.

People can be assured that they are protected from abuse and harm. Riverdale has a robust safeguarding policy in place and all staff undergo safeguarding of adults training which is refreshed annually. The manager and RI fully understand their duty to safeguard people and make referrals to the Local Authority safeguarding team as required. These referrals are audited as part of quality assurance processes for themes, trends and lessons learned. People live in a safe environment which is hazard free and meets their needs. Riverdale has a fire risk assessment in place and alarms and emergency lighting are tested regularly. There is additional cleaning in place and all staff and visitors are required to wear Personal Protective Equipment (PPE) to prevent the spread of covid-19.

## Care and Support

People can be confident they receive the right care at the right time. We examined a selection of resident files and found them to contain all required information. Care planning documentation is thorough, up to date and reflective of people's care needs. These plans are reviewed regularly and evidence engagement with the internal professional team and external professionals as required. We saw evidence that people are fully involved in their care planning, with likes, dislikes and preferences on how care should be provided, fully recorded. These documents are important as they guide staff on how to care for the people they support. Staffing levels are adequate to meet people's needs and well-being outcomes. We examined a selection of staff rotas and found staffing levels are consistent with no agency staff use. Medication processes are safe and robust, with medication being stored in a locked box in people's own rooms, to promote person centred care. We saw that Medication Administration Records (MAR) charts are completed correctly and contain all required information.

People are treated with dignity and respect. We saw staff engaging positively with residents and supporting people in a calm and caring way, taking as much time as necessary to complete tasks. We saw a staff member supporting a resident to clean his teeth; the resident was reluctant to engage in personal care routines, however the staff member was able to use skill and patience to get the task completed. Staff have a clear understanding of the needs of the people they care for, and strive to promote people's independence at all times, by ensuring that people are supported to do tasks they are capable of. People we spoke with were positive about living at Riverdale and told us that they liked the staff very much.

People can be assured that they have autonomy over their own lives. People have their own personal routines, and are able to do the things which matter to them. Riverdale has varied food menus in place that promote healthy eating and include a choice of five fruit and vegetables a day. The residents decide what meals they eat, and take it in turns to cook the evening meal; people are free to eat their meals wherever they wish. Riverdale has regular resident meetings where decisions about the service are made, and people can also speak to the manager as they wish.

People have their own personal activity plans in place, which include doing things that make them happy. On the day of inspection we saw that people were accessing the community with staff support.

## Environment

People live in an environment which meets their needs. Riverdale is a small home with five beds situated in a residential area of Cardiff. The service has safe outdoor space that is well maintained and benefits from outdoor furniture to enable people to use the space comfortably. On the day of inspection there was a maintenance staff member mowing the front lawn and tidying up some trees. Riverdale is warm, welcoming and decorated to a very high standard, and has sufficient communal space that enables people to spend time together. There is a sufficient amount of bathrooms and toilets to meet people's needs which are clean and accessible. The home is well maintained and free of clutter and malodour.

People have their own single bedrooms which are warm, clean and decorated tastefully. We viewed a selection of rooms and saw that they are personal to the occupant and contain personal belongings and items of importance. One person had facilities in their room, to enable them to receive visitors in private in their own room.

People are cared for in a safe environment. On arrival we found the main entrance secure and we were asked for identification before being permitted access to the home. Riverdale has robust measures in place to reduce risk of the spreading of Covid-19 including lateral flow tests and temperature checks of visitors. All visitors and staff are required to wear appropriate Personal Protective Equipment (PPE) and there is additional cleaning measures in place. The environment is hazard free with harmful chemicals locked away and window restrictors in place. We viewed the maintenance data and saw that safety checks of the building, including gas and electricity safety testing are undertaken as required. All people living at the service have a Personal Emergency Evacuation Plan (PEEP) in place which is an important document as it guides staff on how to evacuate people in the event of an emergency. Riverdale has emergency lighting and fire alarms which are tested regularly.

## Leadership and Management

People benefit from effective leadership and management. Riverdale benefits from a manager who is registered with Social Care Wales (SCW) the workforce regulator and an RI who has excellent oversight of the service. Riverdale has robust policies and procedures in place for the safe operation of the service, and there are quality assurance and monitoring processes in place. The RI completes visits every three months as per regulatory requirements and a quality assurance report is produced six monthly, which includes the views of people who live at Riverdale. We saw that safeguarding referrals are made to the Local Authority when required, and these referrals are then stored centrally and audited for themes and trends of abuse. Applications are also made to the Deprivation of Liberty Safeguards (DoLS) team, which is important as they make placements lawful when people lack capacity to make decisions in regard to their care and accommodation. Regulation notifications are also made to CIW appropriately which indicates that the provider understands and fulfils their legal requirements.

People can be assured they are supported by staff who are recruited safely and robustly. We viewed a selection of staff personnel files and found they contained the required information, but a recent photograph of each staff member was missing, but we were given assurances that this would be addressed as a priority. We saw evidence that pre-employment checks including Disclosure and Barring (DBS) certificates and reference checks are being carried out prior to employment commencing. There is also a system in place to renew DBS certificates every three years. These checks are important as it determines a person's suitability to work with vulnerable people. We viewed the staff training matrix and saw all care staff training is up to date; the manager has two online courses to complete which, we were told, will be completed as soon as possible. All staff supervisions are up to date, and staff we spoke with told us they felt well supported. One person we spoke with said "*I've worked here a very long time and have no issues whatsoever*".





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

**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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