



# Inspection Report on

**Witla Court**

**Cardiff**

## **Date Inspection Completed**

24/10/2019

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## **Description of the service**

Ocean Community Services Limited is the registered service provider for Witla Court which is registered to provide care and accommodation to a maximum of eight adults who have a learning disability and/or a functional mental illness. The company has nominated Hazel Orr to be responsible individual (RI). The RI has operational and strategic oversight and responsibility for the service. There is an appointed manager who is appropriately qualified and registered.

It is located in Rumney on the outskirts of Cardiff with good public transport links to both Newport and Cardiff. There are ample shops and community facilities including a leisure centre close by. The home occupies two houses that are indistinguishable from others in the area.

## **Summary of our findings**

### **1. Overall assessment**

People receive good quality care and support to help them maintain their physical and emotional well-being. They have opportunities to develop links with the local community and take part in activities they enjoy. Care documentation is detailed and provides staff with direction as to how best support people. These are current and accurate.

The service provider maintains good oversight of the service. The responsible individual visits regularly and monitors the quality of the service closely.

### **2. Improvements**

This was the first inspection under the Regulation and Inspection of Social Care (Wales) Act 2016. Service improvements will be commented upon at future inspections.

### **3. Requirements and recommendations**

Please refer to section five of this report for details of our recommendations. These include:

- Amendments are required to the Statement of Purpose.

## 1. Well-being

People are able to exercise control over their every-day lives. We saw care documentation which provided staff with details of the individual's likes, wishes and preferences. The care files contained evidence people worked with staff to set goals and ambitions. Observations demonstrated staff were respectful of people's choices and we saw people moving freely and confidently around the home. The responsible individual sought the views of people at every monitoring visit and used comments to shape improvement actions. Conversations with people demonstrated they were able to exercise choices and they told us they were happy living at Witla Court. The service provider supports people's well-being by ensuring their voices are listened to and they are treated with respect.

Attention is paid to people's physical and psychological well-being. We saw personal plans were in place to advise staff of the support people needed with physical and mental health problems. Plans were appropriately supported by risk assessments where required. Advice from health and other professionals was incorporated into the plans to give a holistic approach to supporting people. There was evidence within the care files that people received support to attend medical appointments. The records relating to medication management were complete with no obvious gaps in recordings. We saw people were comfortable in their surroundings and were able to do things which made them happy and kept them active. One person said they had not had a long-term hospital stay in an extended period of time and they attributed this to the support they received at Witla Court. The service provider works with people to promote and maintain their health and emotional well-being.

People are safe. We were told by one person they felt safe living at Witla Court. There is a policy in place which guides staff how to deal with issues relating to the protection of people. There was also a policy outlining how Deprivation of Liberty matters would be dealt with. Staff had received training on this important topic and this training was kept up to date. The responsible individual kept safeguarding under review and lessons were learned when necessary. The service provider has processes in place to protect vulnerable people from the risk of harm or abuse as far as possible.

Witla Court offers people suitable accommodation. We saw communal rooms were comfortably furnished. They were clean and well maintained. People's rooms contained personal items promoting a sense of belonging. There was ample outdoor space which was enclosed for security and privacy. The entrance was secure and visitors were asked to sign in on arrival. The service provider offers people a home which promotes a sense of well-being and helps them to achieve their personal outcomes.

## 2. Care and Support

People are respected as individuals. We reviewed the care documentation for two people. We saw detailed histories which explained the reasons for the person's need for care and support. These provided staff with insights into how best to work with people. We also saw personal plans which were individual to each person. These explained each need in detail and gave comprehensive guidance to staff. The plans took into account risk assessments and professional advice. Observations of staff interactions showed them to be respectful of people's wishes and choices. We saw people had signed their plans to demonstrate their agreement with it. In addition, we saw evidence of goal-setting with people and thus an emphasis on assisting people to achieve positive outcomes. The service provider works in consultation with individuals to ensure consideration is given to their personal wishes and aspirations.

It is important the service has accurate information about a person's needs in order to provide appropriate support. People can be confident this is the case. The documentation demonstrated plans were reviewed in excess of requirements. Additionally, we saw evidence people were involved in the review process thereby ensuring plans accurately reflected the individual's perceptions of their needs. We saw plans were in place for specific health conditions such as diabetes and additional guidance was provided for staff about these matters. People told us they felt well supported by staff and one person told us they felt the staff understood them well. We heard comments such as "*I like it*" and "*it's the best place I've been*". Observations demonstrated people were comfortable in their surroundings and with staff. The provider ensures there are accurate and up-to-date plans in place for how care and support are to be provided.

People are safe. The service had a policy in place outlining for staff the expectations in respect of keeping people safe. We saw this policy was informed by current legislation and guidance and it informed staff of the actions they should take if they became aware of an issue. A review of staff records showed they received training on the protection of people at risk of harm and abuse and this training was provided during the induction stage with refresher training at regular intervals. We saw from internal reports, the responsible individual considered safeguarding matters during their quarterly visits. One person we talked with said they "*felt safe with staff*". We conclude the service provider has mechanisms in place to protect vulnerable people.

The physical and emotional health of people is supported. A review of the documentation showed plans were in place to ensure staff had the information required to provide people with the necessary care. People received support to attend appointments and we saw advice from health and other professionals was taken into account when devising personal plans for individuals. The files contained risk assessments where required. We reviewed the arrangements in place for the management of medications. We saw there was secure storage for all medications including controlled drugs. Consideration of the records showed no gaps in recordings. This showed people received their medicines as prescribed. A policy was in place advising staff of the requirements in relation to medications. The service provider has safe systems to ensure medicines are appropriately stored and administered.

### **3. Environment**

People are provided with accommodation which supports positive outcomes. The service occupies two adjacent properties. Each part of the service had a communal kitchen/sitting room. These were comfortably furnished and maintained to a good standard. We saw people making use of these rooms appearing relaxed and comfortable in their surroundings. People's rooms contained the expected fixtures and fittings. They also contained personal items contributing to a sense of belonging. We noted there was redecoration taking place. We spoke with one person who said they had chosen the colour scheme for their room. Everyone we spoke with was positive about their home and the locality. One member of staff expressed the opinion the home was ideally located within easy reach of public transport links to the city. The service provider ensures people's care and support is delivered in a location and environment which support the achievement of personal goals.

People can be assured they are provided with a safe place to live. An inspection of the internal rooms showed they were clean and tidy, free of any clutter that might pose a trip hazard. We noted maintenance issues received prompt attention. There was an issue which was addressed during the course of the inspection. The service had good sized outdoor space shared by both houses. This was fully enclosed providing a sense of security and privacy. Seating was available and there was a covered smoking area. A review of records showed checks were made at regular intervals on water temperatures, electrical equipment and boilers. We noted the responsible individual monitored and reviewed environmental matters as part of their regular visits to the service. We conclude the service provider takes steps to identify and mitigate risks to health and safety.

## 4. Leadership and Management

There is information available to allow people to make an informed decision about the service. We reviewed the statement of purpose. This is an important document which should provide people with information about the service, the facilities available as well as the values underpinning service delivery. The document we saw outlined the required level of detail. We did make some recommendations for some minor changes to it and received an assurance from the responsible individual these would be made. The statement of purpose in place states: "*We strive to provide a stable, safe and caring home, for service users to develop socially, emotionally and spiritually*". Our observations demonstrated staff worked with people in an empathic and friendly manner. The service provider offers a service in accordance with the statement of purpose.

There are opportunities for people to influence the development of the service. We saw evidence the responsible individual carried out the required monitoring visits and as part of these spoke with people about the service. We also saw a copy of the last quality of care review report written by the responsible individual. This summarised the feedback received from people and outlined actions aimed at service development and improvement. We saw the manager and the responsible individual completed audits of medications, documents and safeguarding matters. We are satisfied the service provider has processes in place to monitor the quality of care and support provided and these take into account the views and perspectives of those using the service.

People can be confident they will be supported by staff that have been safely recruited. We reviewed the personnel file for a newly employed person. We saw that appropriate references had been obtained and a check was carried out with the Disclosure and Barring Service. These steps ensure a person is fit to work in a care environment. We also reviewed the records relating to the use of agency staff. This demonstrated the service took all necessary steps to ensure an agency staff member had all the required checks in place. We spoke with two members of staff who appeared motivated to make a positive difference to people's lives. New staff received a comprehensive induction into work. We saw evidence of induction training in a personnel file. The manager also explained new staff spent the initial two weeks of their employment at head office completing the necessary training and developing their understanding of working for the company. We consider this good practice. The supervision matrix demonstrated staff received regular supervision. This refers to a one-to-one meeting between the staff member and a senior person within the team to discuss practice issues, development requirements and any support needs. It is important to maintaining a motivated staff team. The service provider has in place sufficient numbers of suitably fit and appropriately trained staff to meet people's needs for care and support.

## **5. Improvements required and recommended following this inspection**

### **5.1 Areas of non-compliance from previous inspections**

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

### **5.2 Areas of non-compliance identified at this inspection**

None

### **5.3 Recommendations for improvement**

We made the following service improvement recommendations:

- Review and revise the statement of purpose to improve the section on the Welsh language, update the section regarding assessment, planning and review to include the regulatory timescales and re-word the section on complaints to make it clear that CIW does not investigate individual complaints



## **6. How we undertook this inspection**

We carried out an unannounced visit to the service on Thursday 24 October 2019. The inspection took place as part of our annual programme of inspection. This report was informed by the following:

- Consideration of the information held by CIW about the service
- Review of the Statement of Purpose
- Conversations with two people using the service
- Discussion with the manager and the responsible individual
- Conversation with two staff members
- Review of the care documentation for two people
- Consideration of the personnel records for one permanent staff member and agency staff used
- General observations of daily life in the home
- Visual inspection of the areas of the home used by people
- Consideration of two responsible individual monitoring visit reports
- Review of the quality of care review report for the period October 2018 – April 2019
- Review of the records relating to administration of medications and the storage facilities
- Review of the safeguarding policy and the deprivation of liberty policy
- Review of the health and safety records

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

[www.careinspectorate.wales](http://www.careinspectorate.wales)

## About the service

<b>Type of care provided</b>	<b>Care Home Service</b>
<b>Service Provider</b>	<b>Ocean Community Services Limited</b>
<b>RI</b>	<b>Hazel Orr</b>
<b>Registered maximum number of places</b>	<b>8</b>
<b>Date of previous Care Inspectorate Wales inspection</b>	<b>This was the first inspection under the Regulation and Inspection of Social Care (Wales) Act 2016</b>
<b>Dates of this Inspection visit(s)</b>	<b>24/10/2019</b>
<b>Operating Language of the service</b>	<b>English</b>
<b>Does this service provide the Welsh Language active offer?</b>	<b>Whilst the service does not currently provide a service in Welsh, we saw evidence the service provider was working towards achieving the active offer</b>
<b>Additional Information:</b>	

**Date Published 18/12/2019**