



Inspection Report on

The Willows

**116 PORT ROAD EAST
BARRY
CF62 9PW**

Date Inspection Completed

06/05/2021

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About The Willows

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| Type of care provided | Care Home Service Adults Without Nursing |
| Registered Provider | The Cedars Care Services Ltd |
| Registered places | 3 |
| Language of the service | English |
| Previous Care Inspectorate Wales inspection | First inspection since the service re-registered under RISCA. |
| Does this service provide the Welsh Language active offer? | No |

Summary

People get the right care and support from staff who understand and anticipate their needs. People are treated with dignity and respect and receive care that meets their personal well-being outcomes. Care documentation is thorough, robust and reflective of the person using the service. There is clear evidence that external professional support is accessed as required and care documents are reviewed regularly. People are included in their care planning, and families are consulted on care planning and delivery where people lack the ability to make decisions for themselves. People have choice in regard to what they eat, how they spend their time, and are encouraged to do the things that matter to them. People are cared for in a clean, warm and safe appropriate environment which meets their needs. Staff are well trained and receive appropriate support from management. Care staff told us they are happy and enjoy their job. The Willows has good leadership and management in place, and a responsible individual (RI) who oversees the running of the service and ensures that legal and regulatory requirements are met. There are processes in place to ensure the quality of care is monitored and any improvements required are identified and actioned.

Well-being

People get the right care as early as possible. Staffing levels at The Willows ensure people do not have to wait for their care, as adequate numbers of staff are available to meet people's needs immediately. Care staff are well trained and supported to undertake their roles effectively. Care documentation outlines people's needs and how care should be provided. People are included in their care planning, and there is evidence of family and professional consultation where people are unable to participate in their own care planning. Medication practices within the home are safe, but a photograph needs to be added to the medication administration records (MAR) charts of people using the service. We observed staff engaging well with residents and saw care being provided in a dignified manner, with staff showing kindness and care.

People can be assured that they have choice and control over their day to day lives. Care documentation is individual to people using the service and includes peoples like, dislikes and their capabilities as well as support needs. People engage in activities of their choice and food menus are prepared in consultation with people and their families. There is a complaints policy in place and people and their families can speak with the manager at any time. Complaints at The Willows are taken seriously and responded to appropriately. The RI has good oversight of the service and there is regular quality assurance monitoring that takes into account the views of people using the service and/or their representatives.

People can be assured they are protected from abuse and harm. The Willows has a robust safeguarding policy in place and all staff are trained in the safeguarding of adults at risk of abuse. The manager understands their responsibilities in regard to protecting residents from abuse and harm and liaises with the Local Authority safeguarding team as required. Safeguarding referrals are made, stored centrally and audited for themes, trends and lessons learned. Staff recruitment is safe and robust with pre-employment checks carried out prior to employment being offered. Staff undergo an induction period to ensure their suitability for the role.

The Willows is a safe environment that is hazard free and has appropriate equipment to maintain the safety of people using the service. Entry to the home is authorised only and there are robust systems and cleaning in place to reduce the risk of Covid-19 entering the home.

Care and Support

People get the right care at the right time. We viewed care documentation and found it to be thorough, robust and up to date. There is evidence external professional support is sought as required and families are part of the care planning process where people lack the capacity to do this for themselves. Care documentation we viewed of people currently using the service are updated, but we were told that some files are overdue a review due to people not using the service during the pandemic, but the home is now implementing a new system to ensure all files are reviewed at all times. We noted that care files of respite residents do not contain a recent photograph of the resident, and we have advised the manager that this needs to be rectified, particularly as some residents have no means of communication. We have been assured by the manager this will be completed as soon as possible.

Medication processes and procedures are generally safe. Medication is stored in locked cabinets in people's own rooms, and is administered as required. We viewed one person's MAR chart which was completed correctly with all required information, but we were advised that respite MAR charts do not contain a resident photo. We advised that this is a requirement and were assured by the manager this would be rectified as soon as possible.

People can be confident they are treated with dignity and respect. Staffing levels within the service are sufficient to meet the needs of residents, and enable people to do the things they want to do. We viewed a selection of staff rotas and found staffing levels consistent within The Willows. Care staff understand the needs of the people they care for and are able to anticipate the needs of people who cannot communicate these themselves. We observed staff interacting positively with people and providing care with kindness and patience in a timely fashion. People are supported to have choice in their daily routines as far as practically possible and families are consulted where people are unable to make choices for themselves. We saw evidence that people have their own personal activity plans in place and meals are planned depending on people's preferences.

Indoor visits have now resumed at The Willows and we saw one person was receiving a visitor on the day of inspection. We spoke with a relative of a resident using the service and received positive feedback in regard to the care their relative receives.

Environment

People live in an environment that meets their needs. The Willows is a small respite care service located in a residential area of Barry. There are three bedrooms on the ground floor, and a bathroom that has appropriate equipment to enable people with physical disabilities to access the bathing facilities safely. The home is warm, welcoming, clean and decorated tastefully, but some redecoration is required in places. The environment is clutter free and no malodour was detected during inspection. The Willows benefits from large communal space which is opened planned so people can spend time together and those who use wheelchairs can move around with ease. There is also safe outdoor space for people to use as they wish. People have their own bedrooms, which are spacious, warm and contain their personal belongings.

People can be assured they live in a safe environment. On arrival at The Willows we found the main entrance secure and we were asked for identification before access was permitted. All visitors are asked to complete a lateral flow test and to read and agree to the Covid-19 policy in place. The service is hazard free with flooring that enables safe use of walking aids and wheelchairs. Harmful chemicals are locked away securely and there are window restrictors in place. The kitchen is kept locked to prevent people accessing it without support due to the hazards within. There are robust cleaning measures in place to reduce spread of Covid-19 and we saw care staff wearing personal protective equipment (PPE) correctly. The Willows has a fire risk assessment in place and all residents have a personal emergency evacuation plan (PEEP) in place, which is a document that guides staff on how to evacuate people in the event of an emergency.

Leadership and Management

People benefit from the leadership and management in place. The Willows benefits from an RI who has good oversight of the service and a manager who is registered with Social Care Wales (SCW) the workforce regulator. We spoke with the manager at length during inspection and found that they had a good understanding of their role and is committed to providing a good service. The manager advised that the RI is very supportive and visits the service regularly. There are robust policies and procedures in place for the smooth running of the service and appropriate quality assurance processes take place to ensure people receive a quality service. We saw evidence that safeguarding referrals are made to the Local Authority safeguarding team as required and application are made to the Deprivation of Liberty Safeguards (DoLS) team. These applications ensure that placements in The Willows are legal when people are unable to make decisions in regard to their care and accommodation. We saw complaints or compliments about the service are logged and audited and no complaints had been made since the last inspection. However, we viewed a number of compliments from families of people who have received respite care at The Willows.

People can be assured that they are supported by a staff team who are adequately trained to meet their needs and well supported. We viewed the staff supervision matrix and found this is up to date, with all staff being supervised appropriately. This is important as it is an opportunity for practice issues or training needs to be discussed in a formal setting that is recorded. We viewed the staff training matrix and found staff attend training relevant to the needs of the people they care for. Staff we spoke with told us that they were happy working at The Willows and feel well supported by management. We viewed a selection of staff personnel files and found that they contained the correct information, but were missing an up to date picture of the staff. We were given assurances by the manager that this would be rectified as a priority. We saw that staff recruitment is safe and robust with pre-employment checks and disclosure and barring service (DBS) certificates being applied for before employment is offered. These checks are important as they determine a person's suitability to work with vulnerable people.

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

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Areas where priority action is required

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Areas where improvement is required

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Date Published 02/06/2021