Inspection Report on
Partridge Road Residential Respite Service

71 PARTRIDGE ROAD
CARDIFF
CF24 3QY

15th November 2019
Description of the service
Partridge Road Respite Care Home is located in the Newport Road area of Cardiff. The service is provided by Mirus Wales and the responsible individual is Chris Paul. The service is managed on a day-to-day basis by a manager who is registered with Social Care Wales. The care home provides respite care for up to three adults with learning disabilities. The service is operational from Friday to Monday.

Summary of our findings

1. Overall assessment
   People stay in a positive and inclusive environment, which encourages participation by those who stay in the home. The service is well regarded by people who use the service and their families. Staff have a good understanding of people’s care and support needs, which is underpinned by a person centred care model. People are encouraged to make decisions, be independent and contribute to the running of the household during their stay. Partridge Road offers a safe and comfortable environment and a home from home for people who require a short break.

2. Improvements
   As this was the first inspection since the service registered under the Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA), any improvements will be considered as part of the next inspection.

3. Requirements and recommendations
   Section five sets out details of our recommendations to improve the service and any areas where the care home is not meeting legal requirements.
1. Well-being

Our findings

People’s rights are promoted. We found the care workers encouraged people to plan their stay and to decide individually on day-to-day matters such as bedtime routines, meals and activities. We saw people were involved in planning their support, this was evidenced in the reviews undertaken both before and after their stay. People had access to clear information about the service itself, and the advocacy services available. This means people have influence and control over their day-to-day lives and they have support to understand their rights.

There are systems in place to protect people from abuse and neglect. The entrance to the home was kept locked and had a satisfactory system to notify when admittance was required. V told people understood the importance of security measures to help keep them safe. We found staff and management understood their roles in protecting people and that they had received training and education to recognise signs of abuse and poor mental or physical health. Having been trained in applying the safeguarding principles and policy, staff knew when and how to report relevant concerns. There were also risk assessments in place which identified people’s vulnerabilities and the strategies for protecting them from harm, as well as personal emergency evacuation plans for the individuals. We saw records evidencing that care workers checked in the monies guests brought with them, and amounts are checked every shift. The service uses a compatibility assessment tool when booking guests in for their visits this tool takes into account any issues that may prevent two people having their short stay together and also considers people’s personal preferences and friendship groups supported so guests could socialise with their peers and use the short break as a way of spending time with friends. We can conclude that people’s safety and well-being is actively promoted.

The service offers support to people which allows to continue their usual daily routines during their stay. We saw and heard warm interactions between care staff and people. People appeared relaxed and at ease in the company of staff. Staff used appropriate cues to prompt and reassure people, and they ensured people’s privacy and dignity. The manager also told us that, where possible, they roster the staff to match staying guests and promote continuity of care. The majority of guests are people who have visited the service before and staff demonstrated knowledge of people’s interests and needs. We noted people accessed a range of activities as they wished, such as cinema, karaoke, shopping, meals out and swimming or the gym. We observed care staff asking people what they would like to do that evening after dinner. Meal times were flexible, as were the times guests went to bed. Staff told us that people have a choice of meals including provision for special requirements such as vegetarian. People we spoke to told us they were having a takeaway one night over the weekend and were ‘chilling out’. We conclude people staying at the home are able to exercise choice and control over their everyday lives, they are treated as individuals and their care needs are understood by staff.
2. Care and Support

Our findings

People receive timely, appropriate person centred care and support. We saw the records of three people during the inspection. Each person had a placement plan showing what good care was for them, their personal history and gave a real sense of the person. Assessment documentation included relevant information from both health and social care professionals and contained good information about people's likes, dislikes, communication needs, hobbies and interests. Files contained detailed risk assessments and management plans which provided clear guidance on risk reduction measures. Plans were personalised, well organised and easy to read. The most relevant information was laid out in a ‘this is me’ one page profile, which specified ‘what is important to me’ and ‘what is important for me’. This one page profile enabled staff to see what was most important for each individual. Reviews had been carried out prior to each person coming for their respite stay and reflected any changes to the care and support needs of each individual. Therefore, people get the right care and support as needed.

People can be assured staff are well trained and knowledgeable, and are supported by management. We checked records within staff files to see when and how often staff supervisions were taking place. Supervision is an accountable, two-way process, which should support, motivate and enable the development of good practice for care workers. We saw staff had received supervision approximately every three months. Staff had regular and consistent training to enable them to safely carry out their duties. We were shown the training records for care staff which confirmed staff have been trained in manual handling, medication, first aid, food hygiene as well as other specialist areas such as person centred care and positive behavioural support. Further training and refreshers were scheduled or added on if required, for instance to meet particular needs of individuals staying at the service. We also spoke with members of staff who said “we are a close team and I feel I get good training and support” Another care worker said it's “a good service to work for”.

We conclude people receive support from well trained staff. People's medication needs are safely supported. There were pertinent risk assessments for medication within people's plans, which had been reviewed before every stay. We noted medication had been administered, recorded and audited by trained staff and management, and there were appropriate policies in place, thus contributing to safe practice. We noted secure measures for storing medications and supplements. This shows the service minimises the risks associated with supporting the management of medication.
3. Environment

Our findings

Guests stay in a home which meets their needs and supports them to use their independent skills. The home is spacious, tidy, welcoming and warm. There is sufficient space internally and externally for guests to spend time together or on their own. Local shops, pubs and a park are within walking distance and the centre of Cardiff is a short bus ride away. It is a terraced property that is indistinguishable from neighbouring properties. The location of the home means that guests are easily able to access the community and local amenities. Care workers and people using the service told us how they walk or get the bus to places they visit in the vicinity. The property appeared to be well looked after and the assistant manager told us that the rooms had been quite recently refurbished. The assistant manager told us that the registered provider owns the property which enables maintenance issues to be resolved relatively quickly.

People stay in a homely environment that enables independence.

The premises is safe from unauthorised access. The building was accessed by ringing the doorbell. We were asked for proof of identity and purpose of our visit and to sign the visitor’s book with the time of arrival and departure recorded. People who use the service have their records kept securely in a locked filing cabinet in the locked office. Staff records were also kept in this way. Access to people’s individual rooms were by their invitation only. Staff demonstrated they clearly respected people’s right to privacy in the way they referred to guests at the home. Testing and servicing of appliances and equipment was being kept up to date and we were shown evidence of regular audits of the environment and equipment. This included fire safety equipment and system. Records showed that staff had completed fire training. Personal emergency evacuation plans were available for people staying at the home. Therefore, people stay in accommodation that is safe.
4. Leadership and Management

Our findings

People receive support from a provider who maintains effective quality assurance and continuous quality improvement. The home maintains proactive positive relationships with carers and relatives of people who use the service. People we spoke with spoke highly of the service. We saw the responsible individual carried out regular quality monitoring visits. The records of these visits showed discussions with all staff and people living at the home. Staff told us that they were very happy working at the home and felt that the standard of care was “excellent”. Retention of staff at the service is high. We were provided with the annual quality report and the action plan. This included evidence of any actions identified in previous records and were referenced and acted upon. Monthly audits of all aspects of the service had been carried out by the manager. These were being overseen by a senior manager and people were involved in reviewing the quality of the service and were being asked for their views. The organisation has a strong ethos of service user involvement and participation, and we saw that there are frequent events held by the organisation where service users are consulted on the running of the service. People using the service are also involved in the recruiting of any new staff. Therefore, people are able to contribute to the improvement of the service.

People can be confident that all staff members who support them have been through a robust recruitment process. We examined three employee recruitment records, which confirmed that all the necessary checks had been processed. This was followed by a probationary period and structured induction training. A discussion with five members of staff confirmed that people were being well supported and were clear about their roles and responsibilities. One member of staff commented “we get clear instruction” and another stated, “they recognise your potential and there are good opportunities here” and “we get regular good quality supervision”. We saw supervision records that were detailed and carried out regularly. There were sufficient staff on duty at the time of inspection and staff told us that rotas were made available in a timely manner. Therefore, people benefit from a service where staff are well lead, supported and trained.

The service provides good and easy accessible information. We found that a comprehensive statement of purpose set out the service’s aims, values, and how it intended to deliver the service to people. It also contained relevant information about processes and policies such as complaints, advocacy and safeguarding. An easy-read service user guide was available for people and their representatives, containing practical information about the services provided. There was however no evidence that people had seen, and agreed with, those documents. We conclude people benefit from service that is transparent with its values and purpose and makes its objectives and provisions clear, however people’s consent should be evidenced.
5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

This is the first inspection since the service was registered under the Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA).

5.2 Areas of non-compliance identified at this inspection

We did not identify any areas of non-compliance at this inspection

5.3 Recommendations for improvement

There were no recommendations following this inspection
6. **How we undertook this inspection**

We undertook a full inspection and undertook visits to the home on 22 October and 15th November 2019, the first for the agency since re-registration under the Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA).

Information for this report was gathered from:

- conversations with service users and visitors
- conversations with the manager, deputy manager and care staff
- observations of routines, care practices and activities in the home during the visits
- examination of three care files and medication records for people in the service
- examination of three staff files to consider recruitment, vetting checks, supervision and training
- examination of records and policies held at the service such as accident/incident
- Reporting, staff training and matrix, policies, complaints procedure etc.
- review of information about the service held by CIW
- review of the service’s statement of purpose and service user guide
- review of the service’s quality assurance system, annual report, internal survey, team meeting minutes and other relevant reports

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

[www.careinspectorate.wales](http://www.careinspectorate.wales)
### About the service

<table>
<thead>
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<th>Type of care provided</th>
<th>Care Home Service</th>
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<tr>
<td>Service Provider</td>
<td>Mirus Wales</td>
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<tr>
<td>Responsible individual</td>
<td>Chris Paul</td>
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<tr>
<td>Registered maximum number of places</td>
<td>3</td>
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<tr>
<td>Date of previous Care Inspectorate Wales inspection</td>
<td>December 2017</td>
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<td>Dates of this Inspection visit(s)</td>
<td>15/11/2019</td>
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<td>Operating Language of the service</td>
<td>English</td>
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<tr>
<td>Does this service provide the Welsh Language active offer?</td>
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**Additional Information:**

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