



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru
Care and Social Services Inspectorate Wales

Inspection Report on

Prestwood - 36 Trinity Avenue

Llandudno

Date of Publication

25 May 2017

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Description of the service

Prestwood 36 is situated on Trinity Avenue in Llandudno, on the North Wales Coast. It is a large detached building which is close to all local amenities in the town. It is registered with Care and Social Services Inspectorate Wales (CSSIW) to provide personal care and support for up to four younger adults between the ages of 18 and 64 years with learning disabilities/mental health needs. This includes one older person, aged over 65, who also has a physical disability. The owners of the home are Prestwood Services Ltd. There is a nominated responsible individual for the service; the registered manager is Mark Alexander Russell King. The service is not currently working towards providing the Active Offer in relation to the Welsh language.

Summary of our findings

1 Overall assessment

Overall the quality of care provided at Prestwood 36 is inconsistent. This is because, although the quality of care is sufficient, the quality of the environment is lacking. People are settled and have positive relationships with care workers who know them well, and offer support in a warm and respectful way. Furthermore, they have opportunities to take part in a wide range of activities and are encouraged to pursue hobbies in their wider community. Improvements are needed to raise the quality of the environment to promote positive self-esteem and well-being.

2 Improvements

There is evidence of improvement since the last inspection:

- The downstairs area has been decorated,
- new flooring to the downstairs hallway has been fitted,
- plasterwork on the landing has been repaired and
- rusty grab rails in the wet room have been replaced.

3 Requirements and recommendations

We informed the responsible individual the service was not compliant in relation to the safety of the exposed gas pipes in a ground floor bedroom. We consider this to be a serious matter and have issued a non-compliance notice.

We made two recommendations to improving the quality of the environment .This included the cleanliness and standards of the carpets, and the condition of the upstairs bathroom. The service needs to work towards providing the Active Offer in relation to the Welsh language and to also improve the quality care review process.

1. Wellbeing

Summary

People are happy, safe, and are supported by members of staff who are experienced and know them well. They are encouraged to access a range of activities within the community.

Our findings

People experience warmth, attachment and belonging. Care workers were kind and patient in their approach. Staff took time interacting with people, and ensured their needs were met. One person told us *"Its good here, I have everything I need, I'm happy"*. A relative of a person living at the home told us *"X is well cared for by the staff who try very hard to motivate and encourage X to take part in activities; they do this in a very patient and respectful way"* We saw care workers support people with genuine concern; they provided a relaxed atmosphere, using humour in an appropriate way. People feel they have positive relationships.

There are good systems in place to enable people to feel safe and protected. The front door was kept secure to prevent strangers from entering the home; we were asked for identification on our arrival and required to sign the visitor's book. We spoke with two care workers regarding procedures they should follow if they suspected anyone was at risk of abuse or neglect. Both care workers demonstrated they had a good understanding of the policies and procedures within the home and the action they should take. People are protected from abuse.

People are encouraged and supported to make decisions, they felt listened to and valued. We saw care plans which were written in a person centred way, and held detailed information regarding their likes, dislikes and how they chose to spend their time. People decided when they got up, what they did during the day; they chose what they would like to eat and took part in preparing their evening meals. One person told us they continued to enjoy living at the home, and wouldn't wish to live anywhere else. People do things that matter to them; individual choice is promoted and respected.

People are supported to access the community and are motivated by staff to make full use of available resources. The service had a car which was made available for people to follow personal hobbies, they visited local places of interest; and enjoyed the outdoors during the summer months. People were supported by one to one staffing at weekends which brought opportunities to follow their individual interests, and strengthened their skills. People benefit from social stimulation which meets their needs and abilities.

People who need it are not always able to receive their support through the medium of Welsh language. We noted the home did not provide the Welsh language 'Active Offer'. People do not have the opportunity to receive the service in Welsh, if they so wish.

2 Care and Support

Summary

People are supported to remain well and healthy in a warm and friendly manner, by a staff team, who are motivated and want to make a difference to people's lives

Our findings

People are treated with dignity and respect. Care workers were talking and listening to people, they were supportive and patient in their approach. One person had been unwell, and explained they were anxious regarding a hospital appointment; the care worker reduced their anxiety by offering reassurance, clearly explaining how and when the treatment would take place. People feel they matter because care workers respond well to them.

People's routines, needs and preferences are understood and they receive timely care. Support plans were comprehensive and covered all aspects of care, care plans were person centred and 'one page profiles' were held on file. These captured all important information about a person on a single sheet of paper under three headings:

- What people appreciate about me
- what's important to me and
- how best to support me

This enabled care workers to understand fully the needs of people who lived there. People's lives are enhanced because people receive the right care and support at the right time in the way they want it.

Peoples general health needs are monitored. There was evidence on file of regular health appointments being made and attended. Information was readily available in the event of an emergency admission into hospital, by using the "Traffic Light Hospital Assessment Tool" We saw this document which has been developed for people with a learning disability which will give hospital staff up to date information including the needs and preferences of the person. Medication administration sheets were completed appropriately and medication was seen to be stored safely. The training log indicated all staff had up to date training in medication. People can be confident they will be supported to remain healthy and benefit from staff who are trained to fulfil their role.

3 Environment

Summary

Prestwood 36 is a large four bedroomed detached building, which provides a spacious and warm environment. People have their own private room, containing their personal belongings. They have access to a shared lounge, kitchen /dining room, which leads out onto a patio area, for use in warmer weather. However, people cannot always be confident they will live in an environment which is well maintained; this is because there are areas in the home which require improvement.

Our findings

The location of the home enables people to access their community easily, cafes, shops, swimming pool, theatre and beaches were all within a short distance .The home was close to the train station and the local bus stops; those who were able to, could use public transport to access places of interest. People are able to be fully integrated into their local community

People living in the home can be confident personal information held about them will be kept secure; files were stored in locked cupboards within a locked room. People's rights of confidentiality are respected.

People cannot always feel uplifted and valued because they are not always cared for in an environment which is hygienic and well maintained. Carpets were worn and stained, the upstairs bathroom wall finishes were not water resistant, there were tiles missing, sealants were mouldy, and floors were stained. The paper towel dispenser was broken and the bathroom was generally in poor repair. A raised toilet seat had been issued for use by a person with a physical disability; we noted other people, who lived in the home, had also used the equipment on a regular basis. This placed them at risk of other health needs. The downstairs wet room had a shower seat which was faulty; it would not fold upwards, this made it difficult for a person to stand comfortably and safely in the shower. People are not living in a well maintained environment which protects them from health and safety

People cannot be content they will live in surroundings which are safe and promote self-esteem. A ground floor bedroom had large, exposed, copper gas pipework which ran behind and above the bedroom door. The pipework was at risk of damage, it was unsightly

and a risk to health and safety, furthermore, no risk assessment was evident. This matter had been identified on two previous inspections, and no action had taken place to manage the risks. People do not live in an environment which keeps them safe from harm.

4 Leadership and Management

Summary

The aims of the service are well defined in the statement of purpose, the recruitment and supervision of staff is good. Staff receive mandatory training and feel well supported by the registered manager.

Our findings

Management provide a clear statement of purpose which sets out its aims and objectives, including its terms, conditions and complaints procedures. The registered manager ensured staff received regular and appropriate supervision and records showed these took place every two months. Staff supervision is formal time when staff meet with their seniors to discuss any issues, such as training needs they may have, to fulfil their role effectively. Staff we spoke with told us they felt fully supported by management and were able to talk through any matters regarding their roles and responsibilities. People who live and work in the home feel supported and valued by management.

People and their families cannot always be confident there are systems in place to assess fully the quality of the service they receive. People who lived in the home were reluctant to attend meetings to discuss the services they expected to receive. Questionnaires sent out to other stakeholders had not been returned. People must be provided with a variety of opportunities to consult about the service, and be included in its development, for them to feel they are listened to and valued.

People receive care and support from staff who are appropriately appointed and trained. Staff files we examined held the information required and training logs were up to date. They showed staff had training in all core subjects and had enrolled to complete the National Vocational Qualification level 2 in care. Staff told us they were fully supported by management to gain further skills. People benefit from a service where staff are motivated, supported and encouraged to develop their skills.

5 Improvements required and recommended following this inspection

5.1 Areas of non-compliance from previous inspections

There were no non-compliance notices issued at the previous inspection

5.2 Areas of non-compliance identified at this inspection

We informed the responsible individual that the service was not compliant with the following regulations: Regulation 13 (4) (a) and (c)

We consider this to be a serious issue and have issued a non – compliance notice.

5.3 Recommendations for improvement

We recommend that:

- Management need to use a variety of methods, to seek the views of people, their representatives and families; to ensure a quality care review process is embedded in the service.
- Management need to ensure they are working towards providing the Welsh language Active Offer.

6 How we undertook this inspection

This was an unannounced inspection as part of our annual programme. We visited on 20 February 2017 between 11.55 and 15.30 hours, a second visit took place 27 February between 12.15 and 14.30 hours. This is because the registered manager was unavailable during our first visit.

We considered people's well-being, their care and support, leadership and management and the environment. Feedback was given to the registered manager at the end of the inspection.

Information for this report was gathered from the following sources:

- We spoke with two people who live in the home, one relative, two care workers, a manager from another home (in the absence of the registered manager) and the registered manager.
- we looked at a wide range of records including, case files, staff records, training log, the homes statement of purpose and minutes from a staff meeting.
- we toured the premises, viewed two bedrooms, the lounge, two bathrooms, the kitchen/dining area and gardens.
- information from previous inspection reports.

Further information about what we do can be found on our website www.cssiw.org.uk

About the service

Type of care provided	Adult Care Home - Younger
Registered Person	Prestwood Residential Homes Ltd
Registered Manager(s)	Mark King
Registered maximum number of places	5
Date of previous CSSIW inspection	10/07/15
Dates of this Inspection visit(s)	20/02/2017 and 27/02/17
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	No
Additional Information:	



Care and Social Services Inspectorate Wales

Care Standards Act 2000

Non Compliance Notice

Adult Care Home - Younger

This notice sets out where your service is not compliant with the regulations. You, as the registered person, are required to take action to ensure compliance is achieved in the timescales specified.

The issuing of this notice is a serious matter. Failure to achieve compliance will result in CSSIW taking action in line with its enforcement policy.

Further advice and information is available on CSSIW's website
www.cssiw.org.uk

Prestwood - 36 Trinity Avenue

Llandudno

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Quality Of The Environment

Non-compliance identified at this inspection and action to be taken

Description of Non Compliance / Action to be taken	Timescale for completion	Regulation number
<p>(a) <i>“The registered person shall ensure that all parts of the home to which service users have access are so far as reasonably practicable free from hazards to their safety”</i>. and (c) <i>Unnecessary risks to the health or safety of service users are identified and so far as possible eliminated.”</i></p> <ul style="list-style-type: none"> • There are risks of damage to the internal exposed gas pipes in a ground floor bedroom. <p>The manager must devise a written risk assessment regarding the pipework, showing how the risk has been managed and eliminated.</p> <ul style="list-style-type: none"> • The bathroom is in a poor state of repair and is a risk of cross infection. <p>The manager must devise a written risk assessment regarding the risk of cross infection, showing how the risk has been managed and where possible eliminated.</p> <ul style="list-style-type: none"> • The specialist equipment provided to an individual is being used by others placing them at risk of other health needs. <p>The manager must devise a written risk assessment regarding the risk to others using equipment which has not been allocated to them, showing how the risk had been managed and where possible eliminated.</p> <p>A copy of the risk assessments must be sent to us at CSSIW North Wales Region, Welsh Government Office, Sarn Mynach, Llandudno Junction LL31 9RZ no later than 30 April 2017</p>	<p>30-Apr-2017</p>	<p>13 (4) (a) (c)</p>

13 (4) (a) and (c) of The care Homes (Wales)Regulations 2002 –the registered person shall ensure that all parts of the home which service users have access are so far as reasonably practicable free from hazards to their safety; and unnecessary risks to the health or safety of service users are identified and so far as possible eliminated .

We identified many hazards within the premises that could pose unnecessary risks to the people who live at the home. The upstairs bathroom was in poor repair, we noted tiles were missing from the walls, there were mouldy sealants around the bath area, and the floor was stained in places. The downstairs shower room had a faulty shower seat which wouldn't fold upwards making it difficult for a person to stand safely in the shower area. The paper towel dispenser was broken. We found that the raised toilet seat which was provided for one person was being used by others who live in the home, this is an unsafe practice.

We found exposed gas pipework in a downstairs bedroom running along a wall, behind a door. The pipe is at risk of being damaged from the opening door .The impact on the person using the room is that the pipework is unsightly and there is a potential risk to all occupants if the pipework became damaged and caused a gas leak.

We found carpets to be worn and stained providing an unhygienic environment in which to live.