



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

Inspection Report on

Prestwood - 7 Clarence Road

Llandudno

Date of Publication

27 March 2017

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Description of the service

Prestwood 7 Clarence Road is a three storey terraced building situated in Llandudno on the North Wales Coast. The property has been converted into four separate flats. It is registered with Care and Social Services Inspectorate Wales (CSSIW) to provide personal care and support for up to 4 people between the ages of 18 and 64 years with learning disabilities/mental health needs. The owners of the home are Prestwood Services Ltd. There is a nominated individual for the service; the registered manager is Russell Ifor Cook. The service is currently not working towards providing the Active offer in relation to the Welsh language.

Summary of our findings

1. Overall assessment

People receive a good service; they are settled and benefit from living in their own self-contained flats. The care is delivered by care workers who know them well, and offer support with warmth and understanding.

2. Improvements

- We noted action has been taken to address matters in relation to the home's security. An alarm system has been installed which is activated when the front door is opened, allowing staff to monitor visitors entering the home.
- Staff supervision is now taking place as per requirements of National Minimum standard 27.1
- New carpet has been fitted to the stairs and landing areas.

3. Requirements and recommendations

- Work towards providing the Welsh active offer is required.
- File dividers introduced into care files to enable information to be easily located.

1. Well-being

Summary

The experiences of people who live in the home are positive; they receive a good standard of care which is based on their individual needs. They are supported by experienced staff to access a range of activities of their choice.

Our findings

People are able to express their views and opinions; they were encouraged to do this by their care workers in a patient and respectful manner. On our arrival, care workers explained to them who we were, and the purpose of our visit; they requested permission for us to view their flats. This was conveyed in a manner which enabled individuals to understand it was acceptable to refuse consent. Plans for their evening meal were being made and individuals were being encouraged to make decisions regarding their choice of food. Care workers demonstrated they understood people's individual means of communication and responded appropriately to them. People are encouraged and supported to make choices and decisions.

People experience warmth, attachment and belonging, care workers were patient, supportive and kind in their approach, on our arrival people were returning from work or visiting the community. The atmosphere was warm and relaxed, with the use of appropriate humour and banter. People can be confident they will have safe, positive relationships based on trust.

There are good systems in place to enable people to feel safe and content. The front door entry alarm system enabled staff to monitor visitors entering the home; a visitor's book was also maintained. We were asked for identification and required to complete the visitor's book. The flats provide a safe, secure and warm environment which respects people's needs for privacy and safety. There is a strong emphasis on safeguarding and the training matrix demonstrated care workers have completed training in core subjects. People can be assured they will be safe and protected from abuse, neglect and exploitation.

People are encouraged to keep fit and well, they remain healthy because the service anticipates their needs with detailed support plans. They are supported by the staff team to access specialist or medical support where appointments are planned and people are reassured to reduce any worries. People's general health needs are being monitored with evidence on file of regular appointments. Medication administration sheets recorded medications received in detail and were signed by the staff. Medication was seen to be stored safely. People can be confident they will be supported to keep well, and benefit further, from the monitoring of their physical wellbeing by local health practitioners. Files viewed held a large amount of information. However, file dividers were missing which made finding the appropriate subject matter difficult; case records were seen to be comprehensive, and covered all aspects of their care and health needs. People are supported to remain healthy.

Whilst English is the main language within the home, people who speak Welsh can have the opportunity to speak Welsh if they choose. We did not see any evidence the Welsh language active offer is being provided.

2. Care and Support

Summary

People receive a good standard of care from care workers who understand their needs and preferences. The staff team are aware of the individual needs of people and treat them with respect, warmth and kindness.

Our findings

People are treated with dignity and respect, we saw care workers in different parts of the home talking with, and listening to people. Information held in the support plans regarding communication was clear; including detail regarding how to support people with difficult feelings. We saw staff responding to people's requests in a warm and supportive way; people told us staff are always helpful. People feel they matter because care workers communicate appropriately with them.

People's routines needs and preferences are understood and anticipated. Support plans were comprehensive and covered all aspects of care. Files inspected, also held "one page profiles" these captured all the important information about a person on a single sheet of paper under three simple headings:

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

This enables care workers to understand fully the needs of the people who live there and to adapt the support provided on a daily basis. We saw pictorial tools being used to enable the person to understand fully the support they could expect to receive. People receive the right care and support, at the right time in the way they want it.

People are able to access opportunities to follow interests, develop skills and make choices. The statement of purpose stated clearly; people will be encouraged to use their leisure time; by encouraging interest in hobbies, taking part in holidays and local events. One person has been supported to volunteer in a local shop, another has an interest in films and has many DVD's. People can be confident they will receive support to maximise their independence be involved and supported fully to make choices they are able to make.

3. Environment

Summary

The property is a three storey terraced building, it has been divided into 4 self-contained flats which provide a comfortable, well maintained and safe environment. The flats are personalised and homely and contribute to people's well-being. There is nothing to distinguish the building from other properties in the locality.

Our findings

People live in surroundings which are safe, secure, warm and well maintained; privacy and confidentiality is respected. The front door has been fitted with an alarm; all front doors of the individual flats were secure. Staff knocked on the doors and waited to be invited in. People's personal care files were stored securely in a cupboard within a locked office. People's rights to privacy are respected.

The layout of the home provides accessibility and independence; there are two flats on the ground floor and two upstairs. The individual flats are light and airy and the downstairs entrance hallway provides sufficient space for individuals who use mobility aids. People live in accommodation which meets their needs and supports independence and wellbeing.

There is suitable outdoor space to the rear of the property where people can enjoy relaxation time outside; one person confirmed they enjoyed being in the garden in the warmer weather. People's wellbeing is enhanced by being able to access a pleasant private outdoor space.

The location of the home enables people living there to access the community easily; cafes shops, swimming pool, theatre and beaches are all within a short distance. The home is located near to the train station and bus stop; those who are able to, can use public transport to access places of interest. People are able to be fully integrated into their community.

The premises are well maintained, equipment is serviced regularly and conforms to relevant standards, insurance and gas certificates were all up to date. We noted a comprehensive induction programme for new staff, in relation to location of fire extinguishers the fire alarm controls and the emergency lighting. People can be confident they will be safe from harm.

4. Leadership and Management

Summary

The aims of the service are well defined; staff receive the required mandatory training and supervision. The manager is motivated to provide the best possible service to the people who live at the home. People can be assured there are clear leadership and management systems in place.

Our findings

The registered manager for Prestwood 7 was not present during the whole of our inspection, a senior support worker, who had delegated management responsibility in the absence of the manager, assisted us with the process. The registered manager met with us for a short time during the inspection, he was present at the follow up meeting.

The Statement of Purpose which had been updated in August 2016 sets out its aims, objectives, philosophy of care, services and facilities, including its terms and conditions. It is clear and easy to read. People can access information to inform their choices.

People who live at Prestwood are cared for by staff who feel valued and supported by management. One staff member told us they were happy working in the service and had been employed there for over 10 years. We saw evidence in a new staff member's file, where induction training was being planned and comprehensive detail regarding the fire safety procedures had been explained. However no detail regarding personal references were found on file. The manager is aware of the importance of continuous professional development and care workers attend training courses to gain current knowledge, in order to provide a good standard of care. The training record demonstrated care workers to have up to date training in all core subjects including safeguarding. Sixty six percent of the care workers have attained National Vocational Qualification in Care at level 2 or higher. People benefit from a service where the well-being of staff is given priority and staff are well led and supported.

The manager is very responsive where peoples behaviours are having an adverse impact on others living within the home. During our visit, an incident had been reported by a care worker where a person living at the home was placing themselves and others at potential risk. The manager supported the care worker with an appropriate, and considered, timely response; ensuring the safety of care workers and people who live in the home. People and staff can be confident there is a clear line of sight on service delivery by management, which will keep them safe.

5. Improvements required and recommended following this inspection

5.1 Areas of non-compliance from previous inspections

- No areas of non-compliance were identified at the previous inspection

5.2 Areas of non-compliance identified at this inspection

- We identified no areas of non-compliance during this inspection

5.3 Recommendations for improvement

- The Welsh language Active offer needs to be provided.
- Care files contained a large amount of information some of which could be archived. The introduction of file dividers to correspond with the file index would assist readers in finding relevant information easily.
- Two written references for staff are required as outlined in National Minimum Standards for Care Homes for Younger Adults (standard 25.2) it is understood the references are held in the head office the Registered manager will request them to be held on file at the premises.

6. How we undertook this inspection

This was an unannounced inspection as part of our annual programme. We visited on 17 February 2017 between 14.00 and 17.30.

We followed up with an announced visit on Monday 20 February between 11.20 and 11.45 in order to give feedback to the registered manager and follow up on one matter.

Information for this report was gathered from the following sources.

- We met with two people who live in the service, one care worker and the registered manager.
- We toured the premises and viewed one flat, another flat from the doorway, the office, hallway and garden/patio area.
- We looked at a range of records including case files , staff records, training matrix, the homes statement of purpose
- Gas safety certificates and
- Fire safety procedures

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)	Russell Cook
Registered maximum number of places	4
Date of previous CSSIW inspection	14/1/16
Dates of this Inspection visit(s)	17 February 2017 20 February 2017
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	No We did not find any evidence to suggest the Welsh language Active offer is being provided.
Additional Information:	