



Inspection Report on

Prestwood - 7 Clarence Road

Llandudno

Date of Publication

11 October 2018

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Description of the service

Prestwood 7 Clarence Road is a three storey house, separated into four separate flats, located within a residential area in Llandudno. The registered provider is Prestwood Residential Homes Ltd, and they are registered to provide care for up to four younger adults (aged between 18 and 64 years) with mental health needs and/or learning disability. Russell Cook is the manager and he is registered with Social Care Wales. There is a responsible individual nominated on behalf of the company. On the day of the inspection four people were using the service.

Summary of our findings

1. Overall assessment

People are happy living at the service; they receive person centred care from staff who are well liked, recruited safely, receive relevant training and good managerial support. Support is available to participate in social activities which are of particular interest to people. Care documentation emphasise people's abilities, so as to maintain or increase people's independence, as well as the areas where staff support is required. Identified risks to people's safety, and the measures in place to manage the risks, are well recorded which help to inform staff's practice. The environment is safe, comfortable, personalised and promotes people's independence. We have advised improvements are required to the staff files, which the manager assured us would be immediately addressed.

2. Improvements

Since the last inspection the following improvements have been made:

- Two references are obtained for new staff, as part of the pre-employment checks carried out, as is required by the regulations.

3. Requirements and recommendations

Section five of this report includes our recommendations to improve the service. These are in relation to:

- Staff files.

1. Well-being

Summary

People are able to take part in social activities which are of interest to them, locally and further afield, which support their sense of well-being. Staff promote people's independence and encourage people to do as much for themselves as possible. People can express their views and opinions regarding the service they receive.

Our findings

Opportunities are available to allow people to share their views. The people we spoke with told us staff always asked for their views regarding day to day matters and they confirmed staff always listened to what they said. People told us they knew who to speak with if they were unhappy with any aspect of the service they received and they felt able to do so. We saw records which evidenced people were supported to access external advocacy services which provided further opportunities to have their say. People are able to express their views and opinions.

People are encouraged to increase their independence. The care plans we saw contained information regarding people's strengths and abilities in relation to daily activities. For example "*Y can attend to their own personal care without assistance or prompts, staff just need to check Y's clothes are clean*". Recording this information for each person helped staff to become familiar with people's abilities and ensure their independence is maintained, supported and encouraged. The manager told us one person had moved into their flat from a more traditional care home setting and staff had supported them to adjust to the increase in their independence and responsibilities by gradually introducing new tasks. The person told us "*I love my flat, I like taking care of it, keeping it clean and tidy, and having my own front door key*". One person told us their goal was to move into their own house (with support) and we saw action had been taken to work towards achieving their goal. The person showed us their diary which they used specifically to cross off each day, and this visual tool assisted them to understand the length of time it would take to facilitate their move to more independent living. We saw the manager praise the person's success in working towards living in their own home and the person responded positively to the recognition of their achievement. People's potential and independence is maximised.

People are able to participate in individual activities and to be a part of the wider community. We saw people's interests were recorded within their care plans which enabled staff to facilitate person centred activities. For example one person's interests were recorded as "*football, cycling and holidays*" and another person enjoyed "*badminton, bowls, tennis and rounders*". One person told us they attended a weekly Tai Chi class locally, with support, which they enjoyed and they also attended other events at a community centre. Another person told us they were greatly looking forward to going to Blackpool the following week for a short stay, with staff support. We saw staff discussing with a person how they would like to spend the day, they provided several options which assisted the person to then decide themselves. Being connected to the local community helps people

to feel a part of society, which positively promotes their well-being. People can participate in activities and make a contribution to their community.

2. Care and Support

Summary

Care plans are person centred and risk assessments are in place to manage known risks to people's health and safety. People have good, positive working relationships with staff and they are treated with dignity and respect. Keeping healthy and physically active are given due attention.

Our findings

People are supported to maintain their general health and to keep physically active. Physical activity was encouraged and included within people's activities which promoted people's physical health. We saw one person used a bicycle to get around which increased their level of physical activity. People were supported to access medical attention and to attend routine health appointments, as required. Community health professionals were liaised with, when required, in order to seek advice and to ensure people were provided with the best possible support. One person had indicated a desire to lose weight and we saw staff encouraging them to consider a healthy meal for their evening meal. We reviewed two people's medication charts and saw people were receiving their medication as prescribed, which also supported people to manage their health. We were told medication charts were checked weekly and monthly to ensure people were receiving their medication as prescribed. People are supported to be as healthy as they can be.

Peoples' care plans are detailed, include peoples' preferred ways of being supported, and are kept under review. Care documentation emphasised the importance of working in a person centred way and included detailed information regarding people's life story, what was important to them as well as their likes and dislikes. For example *"I like staff who I am familiar with"* and *"I like having something to look forward to"*, *"I don't like too much noise"* and *"I don't like no order (disorganisation)"*. Recording this information aided staff's understanding of the individual, to see beyond their care needs, and see a person with their own unique identity. People's specific individual care needs were recorded in detail within their care plans. For example we saw one person's preferred night time routine was described in detail *"X cannot sleep if their staff are still awake; staff to show signs of unwinding which will help X to also unwind"*. Recording this information assisted staff to provide people with a continuity of care and also to tailor the care and support they provided to each person. Pictorial care plans had been developed with one person who found this form of documentation easier to understand and engage with. Risk assessments included specific guidance regarding interventions which were known to work with each individual as well as the measures in place to reduce the known risks. People's individual care needs and preferences are known, understood and anticipated.

People have good relationships with the staff who support them. The people we spoke with told us they were happy living at the service and confirmed they liked the staff supporting them. The manager introduced us to people using the service and explained to them the purpose of our visit. Staff were responsive to people's needs, for example providing reassurances to people whose

routines were slightly affected by our visit to their home. We observed staff interacting in a kind and respectful manner with people over the course of the day. People were relaxed in staff's company and good natured, mutual banter was observed. People have safe and positive relationships.

3. Environment

Summary

People are able to make their own flat homely by personalising their surroundings and having their own items of importance around them. Appropriate safety checks are in place.

Our findings

People are cared for in pleasant and personalised surroundings. We undertook a tour of the building and found it, overall, to be comfortable, spacious and clean. We viewed the four individual flats, with people's permission, and saw they were personalised with their items of importance and reflected their individual interests. People could therefore feel comfortable and at home within their own rooms. The flats were suitably furnished, with cooking facilities and en suite bathrooms provided. They were tidy and well maintained with the only exception being one flat, which the manager told us was under continual repairs. Due to the specific needs of the person living in this flat constant repairs and replacement of furniture and facilities was required; the manager told us they did their best to keep on top of this work in order to provide the person with the best possible living environment. The pleasant environment contributes to people's sense of belonging, and also of being valued.

Risks to people's safety had been identified and removed throughout the service; some further improvements could be made. People's flats were seen to be accessible, spacious and free of any hazards. We saw the windows on the first floor and above had opening restrictors fitted in order to protect people's safety. One flat did not have opening restrictors fitted on the windows, because they had been removed by the person living there. The manager told us they would see to refitting the opening restrictors immediately. Personal emergency evacuation plans, (also known as Peeps) which documented the assistance each person required to leave the building in the event of an emergency, were seen. We saw there was an up to date fire risk assessment in place and fire drills were being carried out. The manager told us they intended to conduct a night time fire drill in the very near future. The fire alarm and the emergency lighting were regularly tested, as is required. The weekly fire alarm was tested during our visit and we saw staff and people using the service were familiar with the procedure. People benefit from living in a safe environment.

4. Leadership and Management

Summary

People are supported by staff who are recruited safely, who receive appropriate training to enable them to do their work and who feel supported in their roles. Improvements are required to the order of staff files and they should contain a photo of the staff member. Written information is available regarding the service provided and there are processes in place to measure the quality of the service people receive.

Our findings

Appropriate recruitment methods are used and staff receive relevant training and good support. We looked at two staff files and saw appropriate checks were made prior to staff commencing work at the service. We found it difficult to find the relevant information within staff files and because of this we recommended they were kept in better order. The manager told us they had already identified the staff files were not very organised and we were assured this would be rectified. We also noted staff files did not always include a photograph of the staff member, which is a regulatory requirement. The manager told us they would immediately address this matter. We saw staff were receiving regular supervision which supported them in their roles and helped with identifying any training needs. The manager confirmed he also received regular supervision support from an area manager. Staff told us *"I'm very happy working here, I can always access care plans which help me to understand people's needs, staff support each other, we're a team and the manager's great."* We saw staff were given additional managerial support following incidents which may have been personally challenging for them and access to the company psychologist was also available, if required. We discussed training with staff and they told us they felt they received relevant training which helped them in their day to day work. Training records we saw indicated staff had received a company based induction, mandatory training including first aid and administering medication and specific training related to their work such as mental health awareness, introduction to autism and Maybo (conflict management). The manager told us arrangements had been for staff to also receive understanding bipolar training in the near future. People benefit from a service where the staff are recruited safely, well supported and receive relevant training.

There are systems in place to gather information from people regarding the service they receive and to monitor the quality of the service provided. We viewed the service's annual quality of care review dated March 2018 and we saw it measured all areas of the service provided and included the views of people who used the service. The report noted areas where improvements should be made, identified who was responsible for this work and also set timescales for when this should occur. Regular visits were undertaken by a person nominated on behalf of the responsible individual which demonstrated regular monitoring of the service provided. People benefit from a service which is committed to quality assurance.

People understand the care and support which are available to them. We saw people, or their relatives, visited the service prior to moving in and this provided the opportunity to meet the other

people using the service, the staff as well as viewing the environment. The pre-placement visit assisted people to make an informed decision whether they felt the care home was a place they would like to live in. A service user guide was available which provided written information regarding the service provided. People benefit from having an understanding of the services provided.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None.

5.2 Recommendations for improvement

We recommend the following:

- Staff files should contain the relevant information required for inspection purposes and should be kept in good order.
- Staff files should contain a photograph of each staff member, as is required by the regulations.

6. How we undertook this inspection

We, Care Inspectorate Wales (CIW), carried out this unannounced inspection as part of the annual schedule of inspections. The inspection was conducted on the 18 July 2018 between 09:10 am and 16:10 pm. The following methods were used:

- We undertook a tour of the building, viewing communal areas, the kitchen, the garden and the four self contained flats.
- We spoke with:
 - three person using the service
 - three members of care staff
 - the service manager.
- We examined a range of records, focusing upon:
 - two people's care records
 - two staff records
 - staff training records
 - medication charts
 - fire safety records
 - the annual quality of care report dated 05 March 2018
- Questionnaires were sent to the service to seek the views of people using the service, their relatives, staff working at the service and professionals working with the service. At the time of writing this report no completed questionnaires had been returned to us.

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

www.careinspectorate.wales

About the service

Type of care provided	Adult Care Home - Younger
Registered Person	Prestwood Residential Homes Ltd
Registered Manager	Russell Cook
Registered maximum number of places	4
Date of previous Care Inspectorate Wales inspection	17 February 2017
Dates of this Inspection visit(s)	14 August 2018
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	There are currently no Welsh speaking people using the service and no Welsh speaking staff.
Additional Information: The manager has informed us if a Welsh speaker was to be accepted into the service efforts would be made to provide Welsh speaking staff, by relocating Welsh speaking staff from other services within the Prestwood group, and also by recruiting Welsh speaking staff at the time.	