



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

Inspection Report on

74 Queen Victoria Road

Llanelli

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Description of the service

Ty Undeb 74, Queen Victoria Road is registered with Care and Social Services Inspectorate Wales (CSSIW) to provide accommodation and support for up to six people with mental health problems who are younger adults (aged 18-64 years). There is also a variation in place to accommodate one older person (aged 65 years or over). At the time of inspection five people were living at the property.

The service is provided by Integra Community Living Options Limited. The registered manager is Nicola Bolton. The property is a large semi-detached town house situated in a pleasant and convenient residential area close to the town centre of Llanelli, and within walking distance of the town centre's shopping and recreational facilities.

Summary of our findings

1. Overall assessment

People live in a positive homely environment where they feel they belong. People are seen as individuals encouraged to make choices by staff, that have a good understanding of their needs and what is important to them.

We saw people are actively encouraged to engage in a range of internal and external activities where risks are appropriately managed. Staff, were professional, well trained and motivated and complimented by both relatives and external professionals.

2. Improvements

At the last inspection, which took place on 5 July 2016, there were no areas of non compliance identified.

3. Requirements and recommendations

Section five of this report sets out the action service providers need to take to ensure the service meets the legal requirements ands recommendations to improve the quality of the service provided to people in the care home. These include the following:

- Staffing: To ensure all staff personnel files include a recent photograph of the staff member.

1. Well-being

Summary

People live in a homely environment and feel they belong. People are happy, respected and contribute to the decisions that affect their lives. People are supported by experienced staff to access a wide range of activities of their choice.

Our findings

There is a natural familiarity and mutual respect between staff and people living at the home. We saw the registered manager and team leader engaging with people throughout the day. All interactions were relaxed and respectful and allowed people to express themselves. People spoke positively on living at the home, and its culture. One person told us *"it's a good place to live, it's very relaxed"*. Another said *"this place is excellent, very clean"*. A relative told us *"it's got a real family feel"*. We saw people were comfortable to approach staff to discuss areas of their support. Staff were seen to show empathy and sensitivity to individual circumstances. One person told us *"I enjoy going food shopping, but sometimes can't go due to my illness, staff are always very supportive"*. Therefore people have good relationships with staff.

People receive appropriate and individually tailored care and support. We looked at the records of two people during the inspection. The documentation was well organised and provided staff with easily accessible information on the up to date support needs of the individual. We saw care plans were individualised and written from the perspective of the person. Care plans were person centred and included important information such as an overview of the individual, their likes and dislikes and their dreams for the future. Every person had a dedicated keyworker. The keyworker was responsible for assisting the person to develop their individual support plans. We saw plans were reviewed on a regular basis and progress discussed and recorded. The individual had choice on the frequency of review meetings, but were arranged no later than three monthly.

We saw well documented risk assessments. These were individualised and utilised a traffic light system to assist staff to understand the behaviour; how the behaviour may be triggered and how best to respond and support the individual. All documentation had been reviewed at appropriate intervals and involved the relevant people. We observed good communication with relevant health and social care professionals that ensured a multi-agency approach to the lives of all people living in the home. A health and social care professional told us that *"managers and staff have an excellent knowledge of the people living at the home and are very committed"*. Therefore, evidence supports the view that people get the right care and support as early as possible.

People do things that matter to them. We saw people were encouraged to engage in activities both in the home and out in the wider community. One person told us that staff encouraged them to play board games in the communal lounge, of which they enjoyed. They also said they enjoyed *“walking the dogs from the local rescue centre when I feel up to it”*. Another person had recently showed an interest in growing vegetables and plants in the rear garden, of which staff continued to encourage and support them to undertake. We were told another person living at the home spent most their time out in the local community. We saw they were a regular volunteer at a local charity shop, as well as engaging in a range of courses at the local college. We were told they had also purchased a membership for the local cinema, and continued to visit on a regular basis. All such activities were clearly recorded within documentation and discussed with key working staff at every review meeting. People, therefore enjoy themselves and participate in interests of their choice.

2. Care and Support

Summary

People can be confident that staff are valued and supported to reach their potential. People are supported by staff that have a good understanding of person centred care and are committed to promoting independence.

Our findings

People are supported by staff that are valued, well trained and clear on their roles and responsibilities. We examined the records of two members of staff; each one confirmed that all checks we required to have in place had been processed. However, we saw one staff file that failed to include a recent photograph of the staff member. This was immediately acknowledged by the registered manager and systems put in place to ensure this was addressed.

We saw a clear process for staff supervision and appraisal. Staff referred positively to the supervision process. One staff member told us *“supervision is regular and a good opportunity to discuss a range of topics”*. The registered manager told us *“the team are excellent, I have great support”* and *“I am very lucky to have such a team”*. We saw well documented supervision records. These records evidenced a range of discussions and future actions relating to operational areas. They also identified opportunities for future training and developmental needs of the individual. We were provided with a comprehensive training matrix. This confirmed staff had completed a range of both mandatory and more specific training in relation to the people they supported. Mandatory training included health and safety, medication management, manual handling, safeguarding and fire safety. More specific training tailored to the needs of individuals included catheter care, positive behaviour management, risk assessment and relational security. We saw a range of good practice training modules in relation to supporting people with epilepsy, aspergers and learning disabilities. All training records were clear and up to date.

We saw annual appraisals. The organisation utilised a 360 degree appraisal process. This system utilised feedback from an employees team members, peers, supervisor, as well as a self evaluation by the employee themselves. The registered manager commented positively on this process. The registered manager told us that the organisation placed great importance on professional development and forward planning. This was because the organisation provided a leadership and development programme that supported staff to achieve their identified goals and aspirations. We saw good progression planning as the operational team leader had completed the qualification credit framework level five in

leadership and management. People, therefore are supported by staff with the knowledge, skills and understanding to effectively promote their wellbeing.

People benefit from staff that understand and work safely with medication. The storage of medication was appropriate with the room temperature recorded on a daily basis. We discussed with the team leader the process for administering medication. They were able to provide detailed information on the medication, frequency of administration and how the individual was supported to take their medication. People living in the home were encouraged to be as independent as possible in managing their own medication. A system was in place that clearly recorded how people were supported to take their medication. This was in four stages and ranged from fully supported by staff to the person managing their medication independently. All stages were closely monitored by staff through regular audit procedures. We saw that all medication administered was accurately recorded in medication administration record (MAR) charts. Therefore people benefit from the safe storage and administration of medication.

3. Environment

Summary

We found 74, Victoria Road provides a homely uplifting environment that is well maintained. People can be confident the home will meet their individual need and ensure their independence is promoted and maintained.

Our findings

People are supported in safe, secure, warm and well maintained surroundings. The premises were safe from unauthorised access. We had to ring a door bell to gain entry and were asked for proof of identify. We were then requested to sign our name and time of arrival in the visitor's book. We saw the CSSIW registration certificates clearly displayed in the downstairs hallway. We saw good standards were being maintained throughout the home. There was evidence of ongoing maintenance and refurbishment. At the time of inspection the external rear of the property had just been rendered. In addition the floor of the rear garden area was being painted. We saw the entrance to the garden area was secure, with access gained via an electronic key pad system or key fob. We were provided with a range of utility maintenance certificates. These included gas, electricity, fire alarms and emergency lighting, and were seen to be regularly checked by an experienced engineer and up to date. We saw a new fire door had been fitted to the upstairs corridor of the home. This we were told was from the advice of the fire service through a recent fire safety inspection. People, therefore live in accommodation that meets their needs and maximises their independence.

People have their own private rooms and communal areas where they could socialise. We saw all internal areas were decorated to a high standard, were clean, pleasant and easily accessible. The operational team leader showed us around the home. This included both the internal and external areas. We met a person who was moving into the home from a hospital environment. They had stayed the night as part of an agreed period of transition into the home. They were keen to show us their room, of which was maintained to a high standard. They told us *"this is a lovely place I am looking forward to living here"*, and *"it's a lovely room, it's so comfortable"*. We saw internal communal areas were comfortable and provided plenty of space if people choose to socialise. These included a nicely furnished downstairs front lounge area and an upstairs lounge where people could also access a computer and communal telephone. Seating was provided in both the outside front and rear areas of the property. We were told these were frequently used by people living at the home. On arrival at the property we met a person living at the home sitting outside the front of the property. They told us *"I enjoy sitting here to have a cigarette"*. In addition we saw another person assisting a staff member to maintain the rear garden. Therefore people's relationships are enhanced by a stimulating and easy accessible environment.

4. Leadership and Management

Summary

People see visible accountability and a team with shared values who want to enhance the lives of people. The leadership and management ensure continuous improvement and a strong set of values are at the heart of the service.

Our findings

People and are treated with respect. There was a relaxed positive atmosphere at the home. It was evident that senior staff were always accessible and encouraged an open door policy. People living at the home told us the registered manager was *“approachable and very kind”*. Their office was located in the upstairs of the property adjacent to the communal lounge. People told us they were *“always available if they had any worries or concerns”*. The home operated a keyworker system between staff and people living at the home. The team leader on duty at the time of inspection was seen positively interacting with people throughout the inspection. They told us they were the keyworker for a person who we spoke to as part of the inspection. Feedback provided by both parties was extremely positive. Both parties felt comfortable with each other and felt their relationship was positive and respectful. The person living at the home told us *“I enjoy the relationship, we always have good banter”*. The member of staff said *“it’s by far the best place I have worked, it’s always about the people”*. A relative told us *“it is first class, x never been so contented”*. Staff told us *“we have great support from the manager, she is very understanding”*. We found people are supported by a service that is fully committed in upholding its values.

Unnecessary risks to people have been identified and as far as possible eliminated. We found detailed health and safety policies and procedures which were reviewed and updated on a regular basis. We saw safe systems of work in relation to fire safety. Records showed that all staff had received training in fire safety, and continued to receive updates. A personal evacuation plan was held in each file and provided detailed information on the ability of the individual to leave the premises in an event of a fire. The registered manager told us they were keen on ensuring staff training was maintained and kept up to date. Staff training records showed staff were all up to date in key areas such as health and safety, infection control, first aid, safeguarding and manual handling. Therefore people can be confident that all steps have been taken to protect them from risk.

There was evidence of good communication both on an internal and external basis. We saw a staff communication book and evidence of monthly staff meetings. Daily recordings in relation to the people living in the home were detailed and well recorded. Discussions with staff and inspection of documentation identified regular engagement with professionals from both health and social care. This included a multi agency approach to the care

planning and review process. As well as regular appointments with professionals such as the general practitioner, dentist, podiatrist and district nurse as part of maintaining health and wellbeing. A health and social care professional told us *"it's a good service"*. Therefore the needs of the people living at the home are communicated and addressed by the appropriate professionals.

People receive support from a service that maintains effective quality monitoring and continuous quality improvement. We saw there was a strong commitment to continuous improvement, and the quality of the service was regularly assessed. We saw reports that confirmed quarterly visits were being carried out by the responsible individual. The report ensured the quality of life for people were maintained through a grading system based on the four CSSIW inspection themes. They were detailed and clearly stated timescales for any remedial actions required. We were provided with the annual evaluation of the service for 2016/17. We saw that this resulted in a detailed report and action plan for the following year. We saw people living at the home and relatives were consulted as part of the evaluation process. A relative told us *"cant fault the home, communication is excellent"*. A social care professional told us that *"they are always keen to improve their service and ensure any concerns are addressed"*. Therefore there is a strong commitment to, and evidence of continuous improvement within the service for the benefit of people.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Areas of non compliance identified at this inspection

None

5.3 Recommendations for improvement

The following good practice recommendation was made:

- To ensure all staff personnel files include a recent photograph of the staff member.

6. How we undertook this inspection

This was a full unannounced inspection undertaken as part of our inspection programme. We carried out the inspection on the 14 July between 9.30 a.m. and 4p.m.

The following methods were used:

- We spoke to the registered manager and operational team leader;
- We spoke to people living at the home and their relatives;
- We received feedback from social care and health professionals;
- We looked at the statement of purpose and service user guide;
- We were shown around the home and surrounding gardens;
- We looked at two staff files (including recruitment & induction records);
- We looked at two files of people living at the home (including care/ support plans, risk assessment documents and medication administration charts) and
- We looked at a wide range of policies and 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	Integra Community Living Options Limited
Registered Manager(s)	Nicola Bolton
Registered maximum number of places	6
Date of previous CSSIW inspection	05/07/2016
Dates of this Inspection visit(s)	07/07/2017
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	No- working towards providing the active offer.
Additional Information:	