



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

Inspection Report on

31 Gordon Road

Cardiff

Date of Publication

Tuesday, 28 November 2017

Welsh Government © Crown copyright 2017.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.

Description of the service

31 Gordon Road has been registered as a care home since 13 August 2014. The service provides accommodation and personal care for up to 5 female adults over the age of 18 years who have personality disorders, mental health needs and / or a mild learning disability.

There is currently no registered manager, but the acting manager has been in post since 10 August 2017. The registered provider is React Support Services Ltd and a responsible individual has been nominated. The home is located close to Cardiff city centre, with easy access to a wide range of local amenities.

Summary of our findings

1. Overall assessment

Overall we found that the people living at Gordon Road are content and well supported. They are looked after in a clean, well maintained and comfortable environment. People told us about and we observed very good interactions between staff and residents, showing they are treated with warmth and kindness. People live full and active lives with opportunities to move on to independent living when appropriate. There are good communication links with a wide range of health professionals to support people with their health needs.

Staff told us they were motivated to provide good care and receive good training and support from the organisation.

A system to ensure that staff have read and understood the risk management plans they require to safely support service users is needed.

2. Improvements

There were no recommendations for improvement following the previous inspection.

3. Requirements and recommendations

- Section 5 of this report provides details of any regulatory non-compliance identified and recommendations made to improve outcomes for residents. These relate to:
- Ensuring staff are aware of risk assessments and can evidence they have read and understood them.
- The visits carried out on behalf of the responsible individual to be carried out at the required 3 monthly intervals.

1. Well-being

Summary

People are well supported to live full and active lives, be involved in the community and work towards independence. People are able to maintain both their physical and mental health by regular and close contact with the relevant health professionals.

There are opportunities for people to express their views and concerns and they are confident in doing this. There are good relationships between residents and staff at Gordon Road.

Our findings

People are positively encouraged to make choices and engage in activities. We saw weekly activities rotas for each resident and records were kept of whether or not these were followed. We saw that discussions with residents regarding their wishes and preferences were recorded to ensure reasons for not participating were discussed with them and other opportunities given. We were told by residents that they were supported to become involved in community activities if they wish and there was always a staff member to accompany them. One resident was going out shopping with staff during the visit. They told us they were supported to be involved in any tasks in the house, but that staff respected their wishes not to do such tasks. One resident had recently returned from holiday which had been thoroughly enjoyed and we saw that support had been provided with planning and budgeting for activities such as holidays or bigger items residents wished to buy. People can be involved in the community, contribute to society and feel valued.

People can be supported to move towards independence. Residents told us they had been given the level of support they needed to move on with their lives. The service supports people to make the transition to more independent living and we were told this happens at the pace that people choose, without putting pressure on them. We saw that care plans, service delivery plans and risk management plans were clearly laid out and evidenced the outcomes that people were aiming for and how these would be met. People receive the right support to have their independence and potential maximised.

We were told people are supported to maintain a healthy diet and we saw food and fluid records to support this. We observed that residents are accompanied to medical appointments to support them if they wish. We saw records of medical professionals being contacted for visits or for guidance where needed. People told us that the staff at Gordon Road know who the health professionals involved with their care are and there is good communication between everyone involved. People are helped to remain as healthy as they can be.

Those living at Gordon Road have opportunities to speak out and express themselves. They told us they feel comfortable speaking to staff if they have any problems. There is the opportunity to speak out at house meetings and we saw copies of meeting minutes that evidenced this. We observed good interaction between staff and residents and comments made to the inspector about a small repair job in a bedroom was passed to the manager with the resident's agreement. Residents told us that the responsible individual also visits regularly and speaks to them and asks for their views and opinions. We saw evidence of this from the written reports following these visits. People are able to express their views and opinions and feel those opinions are valued.

People who live at Gordon Road were seen to be comfortable with the staff who support them. We saw people talking to and joking with staff. People told us that *'staff are brilliant'* and that they listened to them and have helped them to move on. We conclude that people have good relationships with the staff who care for them.

We received feedback from one professional who told us they had had *'a positive experience with staff and the service provided. They have always kept me up to date with any issues'*.

We received feedback from staff and service users. We were told by staff that they were *'well supported by management', 'there is good teamwork', 'management is approachable', 'communication is good'*. Staff thought that *'individuals feel valued and respected'*. We were told that *'positive feedback is less forthcoming than negative feedback'*. People made comment on the environment including *'some walls need painting'*. It was felt that glass should be put into the kitchen door to avoid collisions. Comment was also made that there can be delays in addressing maintenance issues. We were told by residents that staff *'sometimes'* listen to them, they are *'always'* encouraged to do things for themselves, people can choose their daily routines and staff are *'always'* caring and respectful.

2. Care and Support

Summary

The care documentation in use is clear, personalised, detailed and well organised. It evidences how the service supports residents in reaching their aims and objectives. Service users are involved in their initial care planning but a clearer review process is needed to ensure their views on their ongoing care is recorded.

People are supported to take positive risks and these are discussed with them and recorded. However, we noted that there is no record that evidences staff have read and understood these risk assessments and this should be established to ensure all staff, including relief staff, are up to date with the information around risk for each person at Gordon Road.

Our findings

People receive timely and person centred care. We saw that the resident care files were detailed, clear and written in an outcome focused way. Each aspect of a resident's life was covered, including the person's views on how their care was to be provided. There was also in depth life histories on each person to give staff an understanding of the individual's life journey. The language used was person centred and respectful with the individual's needs and preferences being the focus of the service delivery plan. We saw that risk assessments were clear and detailed. All care planning was reviewed monthly by the resident's keyworker and any changes updated. Although care plans were initially signed by the person concerned, we did note that there was no evidence of them being included in the review process nor confirmation they were agreeable to how their care was being provided. People we spoke to told us they were asked for their views on their care but care plan reviews should evidence who was involved in the process, their views on their support and agreed outcomes recorded. However, we concluded that people's individual needs and preferences are understood and supported.

Residents at Gordon Road are generally safe and protected from unnecessary risks. They told us issues regarding their safety and well-being were discussed with them and risks explained. We saw evidence in care plans that there were records of discussions with the residents and their health professionals around risks to themselves and to others. We saw that risk assessments were detailed and clearly recorded for staff guidance. We saw that not all risk issues raised in the initial assessment had been carried through to risk management plans. The acting manager agreed to address this immediately. We did note that there was no evidence to indicate that staff had signed to say they had read and understood risk assessments, although staff spoken to felt the care documentation supported them to do their jobs. We recommend that some system is put in place to evidence that staff have familiarised themselves with all the necessary information relevant to their roles. We conclude from our findings that people are protected from harm and neglect.

3. Environment

Summary

Support is provided in a clean and comfortable environment that allows people the opportunity to be involved with others or have their own space. People's rooms are personalised and comfortable, with items on display which they have chosen and bought.

The medication area has been reconfigured in response to a recent incident in the house to ensure resident and staff safety.

Our findings

People are cared for in a safe, clean and comfortable environment. We saw that there was a choice of communal space for people to either be in the company of others or in a quiet room. The house has a modern, well equipped kitchen with a utility area for the laundry. We saw two bedrooms which were personalised to each resident's taste and requirements. People told us the house suited their needs. However, comment was made that redecoration of the communal area was needed. This was discussed with the manager who advised us they were awaiting the maintenance department visit. We saw evidence that safety issues requiring more urgent attention were addressed at the responsible individual's quality monitoring visit. A full health and safety visit was carried out 12 September 2017.

There had been incidents around medication administration in the home and an adaptation has been made to the medication room to ensure both staff and resident safety. People live in accommodation which meets their needs and supports them to maximise their independence and achieve a sense of wellbeing.

4. Leadership and Management

Summary

Staff at Gordon Road are well trained, supported and led. They feel motivated and enjoy their work. There is close oversight of the service by the responsible individual who demonstrates a thorough and in depth consideration of the care at each visit. These visits are not at the required intervals but residents know who is in charge and who to contact if they have any issues.

The service learns from any incidents and seeks to make improvements.

Our findings

Staff at Gordon Road feel positive about their work. They told us the training they received was very good and is now more classroom based, which they preferred. We saw the training matrix and all staff had received mandatory training plus some other relevant subjects including dealing with violence and aggression, deprivation of liberty safeguards, safeguarding, and lone working. Staff told us they could access specialist training to meet specific needs of residents if required. For example, some had received training relating to respiratory health, heart disease and dealing with epilepsy. Staff told us there was good communication with the community teams who support the residents and they were always contactable for advice and guidance.

Staff feel well supported by their manager and the organisation. They told us the manager would say '*well done*' to them and this was appreciated. They also told us there was always someone on call. The issue of lone working was discussed as there was routinely only one member of staff on at night. We were told by staff that they felt safe and there were processes in place for their safety. We examined the lone working policy and saw that staff were provided with clear guidelines in such circumstances. Staff told us that they were confident in raising any issues or concerns they had about their work.

There had been incidents notified to CSSIW recently regarding medication errors. The service had responded to these incidents. However, all staff had received medication competency training previously but those requiring it would now be given further training. People therefore benefit from a service where staff are well supported, well led and trained.

There are robust systems in place to measure the quality of the service. Both staff and residents told us that their views were sought and acknowledged by the manager and the wider organisation. We saw the quality monitoring report carried out on behalf of the registered provider. This was not being carried at the required three monthly intervals but was comprehensive, detailed and evidenced considerable contact with staff and residents, whose views were sought and recorded. An action plan was drawn up after each visit and was followed up at the next. Staff told us they were given questionnaires to complete. We saw the annual quality assurance report (December 2016) which included lessons learned and an action plan. It was detailed and comprehensive and addressed issues that had been discussed with the manager during the visit, including medication administration. Staff, residents, stakeholder, commissioners and other professional views had been sought and incorporated. We saw the Service User Guide and the Statement of Purpose provided for

residents. We concluded that they were detailed and gave people a clear idea of what they could expect from living at Gordon Road. We noted that there were clear guidelines for raising issues and concerns and contact details were given. People benefit from a service that is committed to quality assurance and constant improvement.

People can be confident that React recruits staff to keep vulnerable people safe. We saw that there was a gap in employment that had not been followed up at interview. Following the inspection this gap was satisfactorily explained by the manager and we were told it would be added to the record. We saw evidence in a staff a personnel file that action had been taken following on from incidents reported to CSSIW. People receive a service where staff are well recruited to ensure people's safety.

The acting manager told us that the service has an active offer of Welsh.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

There were no areas of non compliance from the previous inspection

5.2 Areas of non compliance identified at this inspection

Identified areas of non compliance where non compliance notices were not issued

- The Care Homes (Wales) Regulations 2002
Regulation 13 (6) The registered person shall make suitable arrangements, by training staff or by other measures, to prevent service users being harmed or suffering abuse or being placed at risk of harm or abuse.

This is because there is no current system for assessing and evidencing that all staff have read and understood the risk management plans they require to safely support service users. A non compliance notice has not been issued as there was no evidence of any negative impact on people using the service.

5.3 Recommendations for improvement

- The current responsible person visit reports are comprehensive and detailed but visits are required to be carried out in line with the requirements of the regulations of every 3 months.

6. How we undertook this inspection

This was a full routine inspection carried out by Care and Social Services Inspectorate (CSSIW) and in accordance with CSSIW revised inspection framework. We considered all four themes, well-being, care and support, leadership and management and environment. Our visit to the home was unannounced.

.The sources of information used to support our findings in this report were as follows:

- Discussions with the acting manager.
- Discussion with two residents.
- Discussion with two members of staff.
- Consideration of information held by CSSIW on the service.
- Observation of daily life and care practices at the home.
- Examination of three resident care files.
- Examination of three staff personnel files.
- Examination of the home's Statement of Purpose.
- Consideration of the home's quality assurance processes and documentation;
- A tour of areas of the home to which residents have access.
- Ten questionnaires for residents/relatives and ten for staff were sent to the service. At the time of writing this report one resident and six staff questionnaires have been returned.
- Follow up phone calls and emails to visiting professionals.

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	React Support Services Ltd
Registered Manager(s)	Acting Manager in post
Registered maximum number of places	5
Date of previous CSSIW inspection	9 August 2016
Dates of this Inspection visit(s)	18/10/2017
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	Yes
Additional Information:	