



Inspection Report on

61 Clive Street

**61 Clive Street
Cardiff
CF11 7HL**

Date Inspection Completed

30 April 2021

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About 61 Clive Street

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Grangelodge Residential Home Ltd
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	Working Towards

Summary

61 Clive St. is a small residential style home. It is next door to the service's other larger home Grange Lodge. Residents at Clive St. have the benefit of accessing the social activities / dining and staff support of the larger service whilst also having their own more independent style of accommodation. Management and staff work across both services. The service provides individualised care for adults, especially those who require support with substance misuse, mental health and maintaining accommodation. People achieve positive outcomes as the responsible individual (RI), manager and care team understand their needs. People are encouraged and supported to develop positive relationships and independence. Individuals best interests are understood and met through promoting independence and positive risk taking. Staff are appropriately qualified, trained and competent in their roles. The manager and staff demonstrate kindness and care. Appropriate referrals are made to health professionals to ensure well-being outcomes are met. There are robust measures in place to oversee the service and quality of delivery. The service is working on improvements around daily recordings and capturing positive outcomes for people. The service and its staff are well thought of by people who live there.

Well-being

People are involved in pre-admission assessments and personal plan development, supported by social workers or family when appropriate. Introduction of anyone new to the home is well managed with opportunities for visits and trial periods. The home is a small property that affords people some independence. People live in a home that suits their needs and are involved in reviewing their personal plans.

People are treated with dignity and respect and encouraged to treat others the same. Observations and discussions with staff and residents evidence people are valued, and supported in a way they understand and respond to positively. Individuals are supported to do things that matter to them. Individual risk assessments safeguard people from risk .

Clive St. currently only has two residents so they are able to input to day to day running of this service. People who live in Clive St. have the option to access activities and meals at Grange Lodge as and when they like. We saw this happening on the day of inspection. Regular residents meetings are held at Grange Lodge which people living in Clive St. are encouraged to attend, allowing residents to arrange activities and take ownership of things that happen in the home. Residents were involved in the planning of recent landscaping to the outside area. A pool table and subscriptions to TV and film streaming services has also been put in place at residents' request. Quiz afternoons and prize Bingo are also activities residents have chosen.

Individuals are consulted about all parts of their care plan, care delivery and day-to-day support needs. People go out alone if safe to do so to access the local community. People are supported to maintain relationships with family and develop new friendships. Due to the current pandemic, some people are finding the restrictions on going out into the community difficult to deal with. Efforts are made to support people during this time, helping them to identify new interests within the home.

The home has mechanisms in place to safeguard individuals. Policies support the actions taken to safeguard people. People are consulted through their care planning about risks they may wish to take, and how staff can support this. Staff have pre-employment checks through the Disclosure and Barring Service to check they are fit to work in the care setting. All people in the home consulted tell us they feel safe and would know who to go to if they had concerns.

Care and Support

People are supported with their emotional and mental health well-being. The manager and their team are empathetic, showing genuine interest in the well-being of people living at Clive St. The home is run by family and a long-term team of care staff, which offers a consistent and familiar environment for people living there. The current residents have previously lived at Grange Lodge and now Clive St. for many years and are well known in the local community. This fits in with the homes ethos of providing a home for life for people who may otherwise be marginalised within the community. One person told us, *"I am very happy here, Brian's great he's a friend, they look after me well, I want for nothing."*

When incidents or deterioration in mental health occurs, appropriate support is sought promptly. People benefit from the support at Clive St. and it enables them to maintain a home, which for many has not previously been possible. Review of care records evidences people's mental health and or substance use has stabilised and they are able to live more safely and independently.

People are helped to consider their nutrition and are supported to maintain a healthy weight. Clive St. has a kitchen where residents can prepare meals snacks and drinks. There is a larger kitchen and dining area at Grange lodge where residents of Clive St. are able to go if they choose. Meals are home cooked. Freshly prepared spaghetti bolognese and garlic bread was offered and enjoyed by people on the day of the inspection. People tell us they like the food and there is always choice. There were snacks and peoples' preferred drinks in large supply. Pets at the home contribute to the mental well-being of everyone. We saw the house cat napping in a resident's room. The service has safe systems for medication management. People are supported to manage their medication needs, either independently or through administration by qualified staff in the home. Ordering, storage, stock control and administration of medication is within regulatory requirement. Support is given to access health care professionals. Records show that people are helped to seek advice and treatment regarding their health in a timely manner. Records support this. The home maintains good relationships with care professionals such as Community psychiatric teams and GP practices. We saw a system where the home have regular reviews with GPs to keep up to date on people's needs from a month-to-month basis. People tell us staff support them to attend appointments that is evidenced in care files.

Detailed, individualised personal plans and risk assessments ensure staff know how best to support people. An area for improvement discussed with the manager was that daily recordings could be more detailed, so they provide a daily narrative around people's overall health and well-being. The manager acknowledged this was an area they were seeking to improve. Monthly care plan reviews are detailed, but they would benefit from including outcomes for people as this information is not clear in the reviews. This will improve the focus for personal development of people based on their wishes and aspirations.

Environment

People live in an adapted terraced style property that suits their needs as reflected in the statement of purpose. Bedrooms are spread over two floors with stair access. Rooms are single with access to clean, shared bathrooms. Bedrooms reflect the person's preferences. Residents can furnish their own rooms with personal items that are important to them. Bedrooms can be locked. Re-decoration of all communal areas has recently been undertaken. People have contributed to the choice of paint colour and confirm they like the results. People freely use the communal lounge and dining room and access the facilities at the care home situated next door.

The home promotes good hygiene practices and manages the risk of infection.

Observations show staff follow current personal protective equipment, (PPE), guidelines. The home is clean with no unpleasant odour. Audits, certificates and verbal confirmation from staff show there are robust measures in place to meet legal requirements in areas such as fire safety, maintaining equipment and maintenance.

Leadership and Management

The operation of the service is supported by a clear management structure and systems for auditing and recording. The manager is experienced, well established and demonstrates they know the service, people and staff very well. The service provider is committed to continually improving the service for the benefit of people who use it. We saw internal audits in key areas of service delivery; including health and safety, staff training, documentation and medication. The RI has a daily presence at the service. Quality assurance visits are undertaken at least quarterly, and consult with individuals and staff, to find out about people's experiences. Six monthly quality of care reviews inform the ongoing development of the service and improve outcomes for people. No complaints have been received since re-registration under RISCA 2016. Documentation is in place to inform people of the aims and objectives of the service. We looked at the statement of purpose and guide to the service, which include information to help individuals have a clear understanding of the culture of the service, how it will be provided and what they can expect to receive.

People are supported by sufficient numbers of staff who are suitably qualified, trained, competent and experienced. Personnel files show pre-employment checks are carried out, induction is undertaken and staff have the correct training for their role. We told the manager that photos need to be on staff files. They gave assurances this was in hand. Staff say they are happy working for the service and feel supported by the manager and the RI. Staff told us they have regular supervision meetings, evidenced in the files viewed. There is evidence of good induction and training. On the day of inspection the home was observed to be a calm, supportive place, where people have their needs met. When speaking to staff, they showed clear understanding of their role and demonstrated warmth and empathy in care delivery.

The provider ensures individuals are supported to manage their money in accordance with policies and procedures. People's ability to manage his or her own money is assessed and recorded. Appropriate authorities are involved to safeguard people who need help with their finances. Where appropriate, appointees support the individual. In some instances the home support people with daily allowances of alcohol or cigarettes, which is in line with their harm reduction plans. The service has robust recording and auditing processes in place to help people manage their day-to-day spending money.

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

None	
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Areas where improvement is required

None	
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