



Inspection Report on

New House

**St Brides Road
St. Fagans
Cardiff
CF5 6DU**

Date Inspection Completed

22/04/2021

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About New House

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Ocean Community Services Limited
Registered places	7
Language of the service	English
Previous Care Inspectorate Wales inspection	12 February 2020
Does this service provide the Welsh Language active offer?	Yes

Summary

People are happy with the care they receive, and have positive relationships with the care staff who support them. People get the right care from a staff team who understand and anticipate their needs. Care documentation is thorough, robust and evidences that people are consulted about their care. Staff engage positively with residents and treat them with dignity and respect. Staff are employed in numbers which are sufficient to meet people's needs.

The home is warm, clean, safe, and meets people's needs, but would benefit from some redecoration in places. The leadership and management of the service is effective and there are clear policies and procedures in place for the smooth running of the service. The manager and Responsible Individual (RI) both have a clear understanding of their roles and responsibilities and ensure that legal requirements are met. There are robust quality assurance systems in place to ensure that a quality service is provided at all times and RI visits are completed as required. Staff say they feel supported and enjoy working at New House.

Well-being

People are supported to have control over their lives. Care documentation includes people's life history and there is clear evidence that people are involved in planning their care. People choose how to spend their time and have their own personal routines and personal activity plans which staff support them to follow. The home has a food menu guide in place but people choose what they eat and are supported to buy their choice of food. People have their own bedroom which are personal and contain their own belongings. People can access their rooms as and when they wish. New House has quality assurance processes in place which include obtaining the views of people using the service. There are regular house meetings where residents make decisions regarding the service, and the manager has an open door policy

People can be assured that they get the care they require. Staffing levels in the service are sufficient to meet the needs of people using the service. We saw that residents were supported by the appropriate numbers of care staff. Care documentation clearly sets out people's needs and details how these needs should be met. The documents are reviewed regularly and there is evidence that external support is accessed when needed. Medication processes are safe and robust and people get the medication they require, as and when they require it. Staff are well trained and undergo specific training in regards to the needs of the people they care for. Staff are well supported and feel valued; staff have the skills needed to do the job they do.

People are protected from abuse and harm. New House has a robust safeguarding policy in place and all staff undertake safeguarding of adults training and are fully aware of how to recognise and report abuse. All staff are subject to pre-employment checks and Disclosure and Barring (DBS) certificates are renewed every three years. The management liaises with the Local Authority team when required and safeguarding referrals are stored centrally and audited as part of the quality assurance process. The building is safe and secure and well maintained. The environment is clean, clutter free and all hazards have been reduced as far as practically possible.

Care and Support

People receive the care they require as and when they need it. We saw people were supported by the correct amount of care staff, and did not have to wait for their care to be provided. We examined staff rotas and found them consistent with correct amount of staff on duty. Care files clearly outline people's needs and how they should be met. We saw evidence that people receive support from internal staff and referrals are made to external professionals when required. We saw that guidance received by professionals is recorded into care plans and followed correctly. Care documentation is reviewed regularly to ensure that it is current and accurate and any changes are recorded. Medication processes are safe and robust with medication being stored safely and administered correctly. Medication Administration Records (MAR) charts contain all required information and are completed correctly.

People can be assured that they have autonomy over their lives. People have their own personal routines and choose how to spend their time. Activity plans are individualised and people spend time doing things which are important to them. We saw one person going for a picnic on the day of inspection and another person told us they had been supported to go shopping for clothes, as soon as the clothes shops had reopened. Care documentation includes people's likes and dislikes and evidences that people are consulted on their care needs and how their care should be provided. People choose what food they eat and are supported to do their own shopping. We observed lunch time at New House and saw people were eating a variety of meals in the location of their choice. Some people choose to eat in their rooms, while some were in the dining room and one person was eating outside.

People are treated with dignity and respect. Staff and residents have positive relationships which is evident through laughter and good interactions. Staff understand the needs of the people they care for and know how to respond to people. A resident with limited verbal communication initiated a verbal numbers game with the inspector, and a staff member was instantly able to guide the inspector on how to respond, which pleased the resident very much. We heard staff speaking to residents kindly and saw them providing care with patience. Staff promote people's independence and encourage people to fulfil their well-being outcomes. People we spoke with told us that they liked living at New House and one person said "*the staff member is doing a great job*".

Environment

People live in an environment that meets their needs. New House is a large property in a rural area that benefits from extensive external space that people are free to use as they wish. The home is warm, clean and very neutral in décor, however needs some minor redecoration in places. There is currently a redecoration plan in place and on the day of inspection we saw that maintenance staff were completing some painting within the home. New House has large spacious communal areas that enable people to spend time together, or people have the option to spend time in their own bedrooms if they wish. We viewed some bedrooms and saw that they are warm, clean and personal to the person occupying the room. People are encouraged to make their rooms as homely as possible and are supported to decorate them to their own taste. There are sufficient numbers of communal bathrooms and toilets for people to use, but we noted that a shower room was not accessible due to a broken handle. We explained to the RI that all bathrooms must be accessible and were sent evidence that within 24 hours of the inspection, the handle was fixed and the shower room was accessible.

People can be assured that they live in a safe environment. On arrival to New House we found the main entrance secure and we were asked for identification before being permitted access. We found the environment is free from hazards. Harmful chemicals are locked away safely and there are window restrictors in place where required. Items such as televisions and computer monitors are located behind Perspex and sharp cutlery is counted daily to ensure the safety of staff and residents. The building is well maintained and all safety checks are completed as required. All residents have a Personal Emergency Evacuation Plan (PEEP) in place which guides staff on how to evacuate people in the event of an emergency.

We saw evidence that additional cleaning regimes are now in place and all staff are wearing Personal Protective Equipment (PPE) which is available throughout the home. Any visitors to the service are asked to take a Lateral Flow Test (LFT) before entering and to wear PPE throughout visit, to reduce the risk of spreading Covid-19.

Leadership and Management

People benefit from the leadership and management in place. New House has a manager who is registered with Social Care Wales (SCW) the workforce regulator and an RI who has excellent oversight of the service. We spoke with both the manager and RI during inspection and were satisfied that they understand their roles and responsibilities, and the legal requirements regarding their roles. There are robust policies and procedures in place for the smooth running of the home and we saw evidence referrals are made to the safeguarding team in a timely and regulatory notices are made to us (CIW) appropriately. We saw where required, Deprivation of Liberty (DoLS) applications are made, which ensure that placements are lawful where people are unable to make decisions surrounding their care and accommodation needs.

There are processes in place for the monitoring of the quality of care provided, which include seeking views of people using the service, and or their representatives. The RI completes three monthly visits which are a statutory requirement and ensures she is available to support managers in between these visits.

People are supported by staff who are well trained and supported. We viewed the staff supervision matrix and saw that all staff supervisions are up to date which is important as this is an opportunity for staff to discuss practice issues or work related needs which are recorded in a formal setting. Staff training is largely up to date, with very few gaps on the training matrix. Staff we spoke with were positive about their roles and told us that they were well supported. One person said "*the manager is very supportive and approachable*". Staff we spoke with confirmed they receive training and felt equipped to do their jobs. We noted there is some agency staff usage within the service, and recommended that this should be reduced. We were given assurances that this is currently being addressed as three new staff members have been recruited and are currently on induction. We are also assured that agency staff work alongside experienced staff, so residents care is not compromised. All staff who work at New House have an up to date Disclosure and Barring (DBS) certificate which is renewed every three years. This is important to ensure that staff are of suitable character to work with vulnerable people.

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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Date Published 02/06/2021