



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

Inspection Report on

3 Cwlach Road

Llandudno

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Description of the service

3 Cwlach Road is located in Llandudno and is registered to provide care and support to a maximum of five people under the age of 65 years who have needs relating to their mental health. The service is provided by a company called Prestwood Residential Homes Ltd whose parent company is Caretech Services Ltd. There is a responsible officer nominated to oversee the running of the home. The registered manager is Karlos Wilshaw

Summary of our findings

1. Overall assessment

People living at 3 Cwlach Road are supported in a person centred way to make choices and be involved in decisions that affect their lives. People are supported to lead active lives within the home and in the local community in line with their choices, interests and personal goals. Their health and well-being is actively promoted and they are they are regularly consulted about the running of the service. Improvements are needed, however, to ensure people using the service are clear about the quality assurance arrangements in place.

2. Improvements

- The home now has an up-dated statement of purpose which better describes the service offered in a user friendly style.
- People living in the home now have regular house meetings with each other and the staff working with them.
- The service is taking active steps to promote people's health and well-being.

3. Requirements and recommendations

Section five of this report sets out the recommendations to improve the service and the areas where the home is not meeting its legal requirements. The home is currently not meeting the requirement for the provider to undertake quarterly visits to the home to monitor the quality of the service being delivered. This has not had a negative impact on the people using the service so a non compliance notice has not been issued.

1. Well-being

Summary

People living at 3 Cwlach Road can be involved, participate and feel valued. They are able to express their views and opinions and are supported to make choices, be as independent as possible and achieve their personal goals. People have good relationships with the people they live with and the staff who support them.

Our findings

People can be involved, participate and feel valued. People told us that they were able to discuss any issues they might have with the manager and staff and they felt listened to. We saw the minutes of house meetings, which showed that people had discussed individual and group activities, community college courses and holiday plans. The house meetings attended by people living in the home and staff were held monthly and we saw from the notes that the issues they raised the previous month were followed up and also conveyed to the staff meeting which followed immediately afterwards. The evidence from the notes of the residents' and staff house meetings demonstrated how inclusive they were with a focus on involving people who lived at the home. For example people living at 3 Cwlach Road had been involved in training in emergency first aid together with staff. We saw staff had discussed in one of their meetings possible training courses people could also attend with them in the home using DVDs in the future. The notes of residents' house meetings showed people are invited to raise issues, identify maintenance requests, say what they had been doing and discuss ideas for individual and group activities.

The opportunities for people to be as independent as possible are enhanced by them each having their own flat within the home in which they are able to move things around and have their own style and belongings around them. Each flat has en-suite facilities, sitting area and fully equipped kitchen. A person showed us their flat describing their kitchen and telling us how they used each facility. They proudly pointed out items of interest to them their personal pictures, photographs and ornaments. They showed us the fantastic views from their flat which they told us inspired them and which they enjoyed. We saw they also spent time in the communal lounge chatting with staff and another of their house mates. A completed questionnaire from a person living in the home demonstrated how their opportunities to become independent had increased because they no longer needed to ask staff for help to access the laundry room. This had been changed following people requesting easier access. People are able to be supported in achieving as much independence as they want and are able.

People are encouraged and supported to be active, to make their own decisions and to look after themselves. When we spoke with people and staff, it was clear that people were making decisions about all aspects of their lives. People were encouraged to do things for themselves with appropriate levels of support based on individual requirements. We found people were supported to manage their own budgets where possible. We observed people going out on their own or in the company of others to use local facilities or with staff if required. People had attended church, trips out and visited their family and friends. People were enjoying more active activities such as swimming and a person was regularly

attending classes at a local community college. This evidence demonstrates that people's potential and independence is promoted and they can do things that matter to them.

People have good relationships with the staff who support them and the people they live with. We saw people with each other and their staff and we observed relationships between them and each other to be relaxed, friendly and with light-hearted banter going on. A person told us in their questionnaire that 3 Cwlach Road had a "*homely atmosphere*" and they had a "*good rapport with both the home manager and staff*". They described the "*other residents*" as "*friendly*" and noted the film nights held in the shared lounge and trips out as a group every month. From discussions with the manager and staff we found that they are aware of the importance of meeting people's cultural and linguistic requirements. We saw some key words in the first language of a person in the home on their flat door and their cultural needs noted in their individual support plan. The service does not provide a service through the medium of Welsh as none of the staff speak Welsh fluently and the documentation relating to the provision is not yet bilingual. Most of the people living in the home speak fluent English as their first language so the service is meeting their linguistic needs. People enjoy positive relationships with staff and people they live with and are supported to spend time on their own or together doing things they choose and matter to them.

Overall, people living at 3 Cwlach Road experience an enhanced sense of well-being because they are consulted about what goes on in the home, are given choices and are involved in making decisions about their life.

2. Care and Support

Summary

People living at 3 Cwlach Road receive the right care, at the right time in the way they want it. They are safe and as well as they can be because they receive proactive preventive care when they need it and early signs of relapse, pain and ill health are recognised and acted upon. Their health and welfare is being promoted.

Our findings

People are able to voice their concerns and express their views and opinions. We saw evidence the person who had expressed their concerns at the last inspection had been supported to move to an alternative situation more suitable to their needs and choices. Delays were encountered in finding and securing somewhere closer to home where they had more opportunities to socialise, live somewhere they knew well and was easier for getting into town and further afield. The registered manager told us the person had a two week transition period to their new home. Their care file was still in the home but failed to show details of the support given to the person's in securing the new service, the transition period or the information supplied by 3 Cwlach Road to the new home. We suggested to the registered manager that a summary of these elements should be retained and a summary of a person's time at the home should be compiled and kept on file as well as giving people and any new service a copy. This is to ensure people's history and life events are not lost. This person had given permission for their photographs of views from the home to be used in the statement of purpose and displayed in 3 Cwlach Road. The views and concerns of people in the home are acted upon albeit delays outside of the control of the service happen.

People's health and welfare needs are actively promoted by the service. A person told us about moving into 3 Cwlach Road in November 2017 and described this as poor by the health unit at which they had stayed. It took some time to get the aftercare they needed and they remained frustrated with the lack of additional therapy support they had identified and to have their medication reviewed. The registered manager told us a relative of the person was making a complaint about the discharge arrangements by the health unit and subsequent health support arrangements. They subsequently told us they were supporting the person to use advocacy services and were advising them about legal representation if they needed help to progress the matter. We saw from the person's daily diary discussions regarding advocacy and their frustrations had taken place. This showed how the service actively supports people to have their say and exercise their rights.

People's individual needs and preferences are understood and anticipated. We viewed extracts from a person's individual support plan which gave a brief history of a person's stays in different Prestwood homes. The latest review of the care plan contained a user-friendly description of how recording about people would take place and the person's rights to access and challenge anything which was written at any time. The history and review of the person indicated the significant level of progress they had made in the six months they had been back at the home since a period of being in hospital and staff keeping in touch with them throughout. They and their support staff had learned the type of voluntary work the person would most be able to contribute to and benefit from. The evidence indicated how the person was actively engaging with members of the public and handling money.

They had, with staff support, developed a busy schedule combining voluntary work, a college course, and increased contact with close relatives. We saw another person's summary individual support plan also gave a succinct but detailed account of their background and their needs particularly in relation to their family, culture and medical history. The other person's care file showed they had been supported to demonstrate to their funding authority the additional staff support they needed to include 'talk time' and being able to 'move on' and progress. They had completed their own 'one page profile' showing their likes and dislikes and we saw risk assessments, they were involved in developing, were associated with each of 12 areas of their plan. Of particular importance to the person was their need to manage their weight and we saw from their daily diary that staff had reminded them of their agreed action and helped them to get back on course. The three care files we viewed demonstrated how the individual support plans varied with each plan showing the different goals, ambitions and uniqueness of the people they related to and the challenges they each faced. We also saw future ideas for the home were discussed in staff meetings which would need "*to be discussed with all service users nearer the time*" and the benefits this could mean for people in the home were noted. People can therefore be confident they are consulted about matters in the home and will receive responsive care accordingly tailored to the plans they help devise and agree to.

Overall, we found people are safe and as well as they can be because they receive proactive preventive proactive care and support and their wide range of needs are anticipated. People are involved in developing their own support plans by and with staff who are committed to enabling and empowering people so they have as much choice, autonomy and control as is possible in their lives and in the life of the home. They benefit from a service which actively promotes their rights.

3. Environment

Summary

We did not specifically inspect the environment on this occasion because we were following up on a non compliance notice relating to the need to make arrangements for, and promote, the health and welfare of people at the home. We previously did report on issues relating to the home environment, most notably the sufficiency of the communal space available to people living the home, the facilities available to staff and the standard of decoration. While we saw some improvements such a door entry system to improve the security of the home had been resolved the other issues remain. We found, however, people living in the home and their staff had discussed ideas in their meetings to improve the environment and we were told by the registered manager after this inspection that one person had readily agreed to move to a flat which suited them better. We saw in the registered manager's quality action plan the changes that were being considered. We found the service continues to provide accommodation which meets people's needs, supports them to maximise their independence and where they are able to do things for themselves. The home remains in need of improvements in the facilities for staff, communal space, refurbishment and redecoration. People are actively involved in discussing ways in which to improve their surroundings.

4. Leadership and Management

Summary

People know and understand the care, support and opportunities available to them and are able to contribute to the development and improvement of the service. They are able to express their concerns and are supported by staff to access advocacy and further representation if they feel they are not being sufficiently listened to by their commissioning authorities. The registered manager is visible, approachable and responds to concerns. Improvements are required in the leadership of the service to ensure people benefit from a service which is committed to quality assurance and constant improvement of the service they receive.

Our findings

People know and understand the care, support and opportunities available to them. A person told us in their questionnaire they had received a welcome pack which told them how to contact Care Inspectorate Wales (CIW) and described their welcome into the home as 'good'. We read the revised statement of purpose for the home which better described the home, its location and the range of people's needs the service could support. In particular it drew people's attention to the home being not suitable for anyone with any significant impairment of mobility and / or physical disabilities because the home was situated on a hill. The document described the home's membership of the 'Green Travel Scheme' and how it promoted the use of public transport by its residents at all times. It told visitors there is no parking and helpfully provided a location map where vehicles could park and noted this was where the house car was located. The front cover shows a photograph of the views from the home taken by a former resident of the home for which the person had given permission. We noted the name of the person who took the photograph was included in the statement of purpose which could have led to them being identified in the future. The need for people to be able to have a service through the medium of Welsh without having to ask was specified in the statement of purpose which, we were told, was also available in Welsh. An internet link was given to the 'Active Offer of the Welsh language'. The document would be further improved by including the rights of people to access independent advocacy services and other forms of representation if people felt they needed it or could benefit from an independent voice. The improvements to the statement of purpose means people living in the home know how the service operates and what they can expect.

People receive good quality care and support but cannot be confident the leadership of the service is one which demonstrates it sets high standards for itself, is committed to quality assurance and constant improvement. We found evidence the registered manager had made improvements to the service following the last inspection and was discussing further improvements in consultation with people living in the home and staff working there. We saw the registered manager was generally available to people in the home and a person noted in their questionnaire they had "*good rapport with both the home manager and staff*". We saw evidence of the registered manager completing at least quarterly reviews of the service but did not see the provider's representative, had visited the home to interview, with their consent and in private, people living in the home their representatives and staff to form a view of the standard of care provided in the care home. There was no evidence the premises of the care home, its record of events and records of complaints being inspected

and the last quality of care review report we saw was dated August 2017. This is not compliant with regulation but as we did not find any negative impact on people receiving a service we have not issued a non compliance notice on this occasion. People living in the home cannot be confident they will receive high quality care and support from a service where the leadership is not visible and does not demonstrate due diligence and care.

Overall, this is an improving service with attention being given by the registered manager to informed consultation with people using the service and supporting people to exercise their rights. Improvements are required to quality assurance systems to ensure improvements to the quality of service are monitored and enhanced by the service provider who should be visible to people receiving a service.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

The service was not compliant with Regulation 12 (1) (a) because it had not promoted and made proper provision for the health and welfare of service users. We found evidence of the service taking active steps to ensure the provision of health and welfare of service users is being actively promoted. We saw the service had enabled a person to move to a service better suited to their needs and wishes and another person had been supported to exercise their rights to representation. The evidence indicated the service was now compliant with the regulation.

5.2 Areas of non compliance from this inspection

We have advised the registered persons that improvement is needed in the arrangements for a representative of the registered provider to visit the home at least once every three months in order to fully meet the legal requirements (Regulation 27). A notice has not been issued on this occasion, as there was no immediate or significant impact for people using the service. We expect the registered persons to take action to rectify this breach of regulations and they will be followed up at the next inspection.

5.3 Recommendations for improvement

- People who leave the home should have summary report of their time living at the home and their individual, progress and preferences given to them, their care co-ordinator and their new home (if applicable). A copy should be kept on their archived care file. This ensures the histories of people remains accessible to them.
- People who come to live at the home should be offered the opportunity to compile a brief history of their 'care history' to be kept on their care file to ensure their personal view of previous experiences is captured and available to them.
- The statement of purpose for the home should not include the name of former residents even when they had given permission for the service to use their photographs of the views from the home. The document should be dated and have the version number to ensure future readers know which is the most recent.
- The statement of purpose should include details about how people could access independent advocacy services should they feel they would benefit from support to help them make their views and wishes heard.
- The registered manager should progress the identified changes needed and keep documentation to show the ways in which they had sought to secure improvements.

6. How we undertook this inspection

This was a focused inspection to follow up on the non compliance notice CIW issued on 5 December 2017 after the inspection visit on 31 July 2017. This was to assess whether the service was now meeting its legal obligations. One inspector was at the home from 11:20 a.m. to 4:30 p.m. on Friday 16 February 2018 and received further documentary evidence from the registered manager up to 22 March 2018. The methods we used to undertake the inspection were;

- We spoke with two people who were present in the home when we visited.
- We spoke with the registered manager.
- We spoke with two staff when they were with the people they were supporting.
- We received a completed questionnaire from a person living in the home.
- We read the care records of a person who had recently left the home.
- We read the individual support plan of a person living in the home received by secure electronic mail.
- We read the care files of two people of two people living at the home. We also read the minutes of the last three staff meetings, the last three house meetings and the reviewed statement of purpose for the home.
- We gave feedback to the registered manager at the inspection and on 22 March 2018 after receipt of further documentary evidence.

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	Prestwood Residential Homes Ltd
Registered Manager(s)	Karlos Wilshaw
Registered maximum number of places	5
Date of previous CSSIW inspection	31/07/17
Dates of this Inspection visit(s)	16/02/2018
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	The service does not yet provide the 'active offer' of the Welsh language and is considering working towards it.
Additional Information:	

