



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

Inspection Report on

**25 Pale Road
Neath**

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Description of the service

25 Pale Road is a care home registered to provide personal care and accommodation for up to four adults aged between eighteen and sixty-four years who have a learning disability.

The premises are owned by Coastal Housing and situated in the village of Skewen, near to the town of Neath, which has easy access to the M4 motorway and wide reaching rail and bus connections.

The provider of the service is The National Autistic Society (NAS) and the registered manager is Angharad Humphreys.

Summary of our findings

1. Overall assessment

People maintain contact with family, have a sense of belonging and have events to look forward to and enjoy. There are opportunities to develop independence in all aspects of daily living. The home takes a positive approach to promoting the use of the Welsh language. Care records are personalised, detailed and contain the information required for staff to support and meet peoples needs. People enjoy a comfortable, clean environment which is homely and welcoming. However, kitchen cupboards need replacing and the railings to the balcony were in need of refurbishment. People benefit from a service which is clear about its role and purpose. Staff are recruited, trained and supported to effectively meet the needs of the people who live in the home. There is a commitment to and evidence of continuous improvement within the service for the benefit of the people who live there. Robust systems are in place to monitor the quality of care. People's rights are protected and they are safe and protected from abuse.

2. Improvements

Some minor repairs had been undertaken to the kitchen units since the last inspection.

3. Requirements and recommendations

Section five of this report sets out our recommendations to improve the service. These are in relation to environmental issues within the kitchen and the "Active Offer" of the Welsh language.

1. Well-being

Summary

People maintain contact with family and have events to look forward to and enjoy. There are opportunities to develop independence in all aspects of daily living. People feel a sense of belonging with relationships that are positive and friendly. The home is taking a positive approach to promoting the use of the Welsh language and is working towards offering its services in Welsh for the people who may require it in the future.

Our findings

People are encouraged to maintain contact with family and friends and do things that matter to them. One person was supported to visit their relative who lived in a care home, whilst another person was supported to contact their family every Sunday by telephone. A relative we spoke with by telephone confirmed this and told us *“top marks I am really happy with the home”* and *“they take to visit me as I can’t visit the home, I am so grateful for that”* and *“....face lights up when staff arrive to pick him up which shows he is very happy”*. They also confirmed that a quality assurance questionnaire is sent to them regularly and is always fully completed and sent back to the service. People’s routines are centred on their chosen activities and wishes. Staff we spoke with told us that activities were encouraged to stimulate and motivate people as much as possible for example; attending day services and participating in arts and crafts and gardening; swimming; going to the theatre; days out to Cardiff; out for meals. People we spoke with told us about trips to cafes and restaurants; holidays abroad and trips to the cinema. We also saw photographs in the home of people enjoying activities and holidays. Therefore people maintain contact with family, have events to look forward to and enjoy, and have a choice in the activities they pursue.

People feel they belong and have good relationships with each other and staff. We saw that interactions between people living at the home and staff were relaxed and positive. We were informed that the people who reside at the home know each other very well and have lived together for over 20 years. This, together with a very low staff turnover, meant that the care team had good understanding of each person’s individual needs and how to engage people in the way they felt comfortable. We saw that people were treated with dignity and respect and the home had a calm and relaxed atmosphere. Staff spent time with people chatting, undertaking day to day activities and engaging in one to one activities. People can therefore feel a sense of belonging with relationships which are positive and friendly.

People have opportunities to develop their independence in all aspects of daily living and their independent living skills are promoted. The care files we saw and the people we spoke with evidenced that individuals undertook a range of daily living activities such as menu planning, shopping, cooking, laundry and everyday domestic chores like cleaning their own

rooms. This demonstrated that people were encouraged to develop important life skills and independence. We spoke with staff who told us that they encouraged and supported people but allowed them to be as independent as they could be. Therefore, we consider that people using the service experience a sense of autonomy and are able to develop independent living skills in a safe way.

People are able to communicate in the Welsh language. The people who live at 25 Pale Road communicate fully in English as this was their first language. However, the manager and two staff were fluent in the Welsh language and could communicate effectively with people who would prefer to use this method of communication if needed in the future. The home's statement of purpose and service user guide were also available to people in Welsh. In discussion, the manager demonstrated a very good awareness of an "Active Offer" of the Welsh language. However, we recommended that the service fully considered the Welsh Government's "More Than Just Words...Follow on Strategic Framework for Welsh Language services in Health, Social Services and Social Care". We conclude that the home is taking a positive approach to promoting the use of the Welsh language and is working towards offering its services in Welsh for the people who may require it in the future.

2. Care and Support

Summary

Care records are personalised, detailed and contain the information required for staff to support and meet peoples needs. People are supported to be healthy and maintain a healthy lifestyle.

Our findings

People receive timely person centred care and support. We saw that people's care files were detailed, organised, clear and written in an outcome focused way. The files included detailed 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. The information covered all aspects of people's needs and provided a clear guidance for staff on how to provide care and support. All care planning was reviewed monthly and any changes updated. We conclude that people's individual needs and preferences are understood and supported.

People are supported to be healthy and maintain a healthy lifestyle. Referrals were made to health and social care professionals in a timely way. We saw that each person had a hospital passport file in place. These were detailed and gave the reader a clear picture of the person's health and social care needs and how to support and communicate with them. We saw that people had regular health checks with dentist and opticians and staff described the relationship with the GP surgery as good. The medication processes, storage and the Medicine Administration records (MAR) charts were viewed and discussed with the manager. We saw no discrepancies and everything was in order. Therefore, we find that people receive the right care, at the right time and are supported to be as healthy as they can be.

People's rights are upheld. We found that people are supported by staff that have an understanding and awareness of the Mental Capacity Act 2005 (MCA) and the Deprivation of Liberty Safeguards (DoLS). Staff we spoke with told us and training records evidenced that they had undertaken both MCA and DoLS training. Therefore people can be confident they are supported by staff that understand and have knowledge of DoLS and MCA to ensure people's human rights and legal rights are respected and upheld.

3. Environment

Summary

People enjoy a comfortable, clean environment which is homely and welcoming. The kitchen cupboards need replacing and the railings to the balcony were in need of refurbishment. People's right to privacy is respected within a safe, secure environment.

Our findings

People generally feel uplifted and valued in their home. We saw that 25 Pale Road offered a comfortable, clean and homely environment for people to live. The home was situated in a quiet, pleasant area with easy access to local amenities. The living areas were at street level and the bedrooms and bathroom on the lower level, leading out to a well kept garden. People had access to some pleasant views from both the kitchen and lounge windows. The lounge opened up onto a small balcony that was used in the summer months for people to sit out and enjoy the sunshine and views. It was noted however that the metal railings on the balcony were in need of some refurbishment. The manager informed us that this was in hand and would be completed when the weather permitted. People's bedrooms were personalised and the living areas were spacious, well decorated and welcoming. We were informed that people chose the colour of their rooms and went shopping for furniture and their own bedding. We noted that minor repairs had taken place in the kitchen since the last inspection, however wear and tear to the kitchen cupboards was evident and made it difficult to keep clean. The provider must ensure that the kitchen area is well maintained and replace the cupboards. Generally the home was well decorated and furniture and soft furnishings were of a good quality and in good condition. People therefore enjoy a comfortable, clean environment which is homely and welcoming.

People are protected and their safety is maintained. We saw that appropriate checks had been carried out throughout the home. Control of Substances Hazardous to Health (COSHH) cupboard was found to be suitably locked. All confidential files, including care and staff files, were stored securely in lockable cupboards. Visitor identity was checked before entering the home and we were asked to sign in. People's right to privacy is therefore respected within a safe, secure environment.

4. Leadership and Management

Summary

People benefit from a service which is clear about its role and purpose. Staff are recruited, trained and supported to effectively meet the needs of the people who live in the home. There is a commitment to and evidence of continuous improvement within the service for the benefit of the people who live there. Robust systems are in place to monitor the quality of care. People's rights are respected and they are safe and protected from abuse.

Our findings

The vision and purpose of the service is clear. We found the manager of the home had a good level of understanding of their responsibilities and provided a clear, up to date statement of purpose and service user guide for people in both English and Welsh. We saw that both these documents were up to date and met regulatory requirements. The values and principles of care provided were clearly stated with emphasis placed on the rights of people using the service. We observed staff working in a way that upheld these statements as we saw staff interacted with people in a respectful, friendly and patient way. People therefore benefit from a service which is clear about its role, values and purpose and ensures people know and understand the care, support and opportunities available to them.

People receive care and support from staff that have been appropriately recruited and who receive training and regular supervision. We viewed the personnel files of three members of staff. These demonstrated that pre-employment checks had been completed in line with the regulations. The manager reported no issues regarding recruitment and retention as there had been a stable staff team for some time. One staff member we spoke with told us they had worked for NAS for 20 years and another for 10 years. We saw that staff received regular one to one supervision and annual appraisal to support them in their role and records we viewed evidenced that this was a two way process. Staff we spoke with told us that they had a good relationship with the manager who supported them well. They informed us that they were able to talk to her about any issue or concerns. We saw the training matrix and staff told us about the training they received. This confirmed there was appropriate ongoing training and a development programme in place. We consider that the home has systems in place where staff are recruited, trained and supported to effectively meet the needs of the people who live in the home.

People receive care and support from a service that maintains robust systems to monitor the quality of care at the home. The area manager for NAS is a regular visitor to the home and we saw documentation to evidence that they undertook the required Regulation 27 visits on behalf of the responsible individual to ensure the quality of care. They did this by speaking with people, staff and auditing documentation. People and their relatives, staff,

health and social care professionals were also able to express their opinions and views in order to enhance the service. We saw that the annual quality assurance report was current and that measures were already in process to gather information for the next report. Therefore we found that there is a commitment to and evidence of continuous improvement within the service for the benefit of the people who live there.

The home ensures the safety of people living there. We saw a programme of health and safety checks that the provider undertook and records confirmed this took place meaning there was good oversight of health and safety. We saw risk assessments that covered all areas of the home and certificates relating to the servicing of gas and electrical safety and portable appliance testing (PAT) of all appliances. Electrical contractors were present during our visit undertaking the quarterly fire check of the home. This included checks on fire doors and smoke and fire alarms. Up to date individual plans were in place to evacuate the building in the event of an emergency. We saw that policies and procedures were in place which focused on people's welfare such as safeguarding, confidentiality, and health and safety. People therefore benefit from a service which sets high standards for itself, and is committed to quality assurance and constant improvement.

People are safe and are protected from harm. The staff we spoke with understood their role in protecting people and had been trained to recognise signs of abuse and how to report any concerns. We saw that a safeguarding policy was available and that all staff had undertaken appropriate training. We saw that the manager had made applications to the relevant local authorities as required under DoLS, for people who live in the home. The external doors were secure from unauthorised entry as well as to ensure that people living in the home were protected. We were asked to sign a visitor book, which promoted the safety of the people living there. We saw that confidential information and medication were stored securely. We therefore find that people's rights are respected and they are safe and protected from abuse.

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 home is currently working towards an “Active Offer” of the Welsh language. To progress further we recommend that the provider considers Welsh Government’s “More Than Just Words...Follow on Strategic Framework for Welsh Language services in Health, Social Services and Social Care”.

The kitchen cupboards need replacing.

6. How we undertook this inspection

This was a full inspection undertaken as part of our inspection programme. We made an unannounced inspection between the hours of 10.45am and 3pm on 19 December 2017.

The following methods were used:

- We spoke with the manager and staff on duty.
- We spoke to a relative by telephone.
- We observed staff interactions with people.
- We viewed the indoor and outdoor of the premises.
- We checked the issues raised at the last inspection.
- We viewed the care records of two people.
- We viewed the personnel files of three staff.
- We examined the statement of purpose and service users guide.
- We saw documentation relating to health and safety and a sample of policies and procedures.
- We viewed the records relating to incidents, accidents and complaints.
- We saw documentation in relation to quality assurance.

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	The National Autistic Society
Registered Manager	Angharad Humphreys
Registered maximum number of places	4
Date of previous CSSIW inspection	16/02/2017
Dates of this Inspection visit	19/12/2017
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	Currently, all residents are English speaking. The registered manager and two staff are Welsh speaking. The Statement of purpose and Service User Guide for the home is available in both English and Welsh. This is a service that is working towards providing an "Active offer" of the Welsh language.
Additional Information:	