



Inspection Report on

13 Caerau Park Road

Cardiff

Date of Publication

Thursday, 12 July 2018

Description of the service

This service is located on the outskirts of Cardiff. The registered provider and registered manager is Margaret Twine. The service is registered to provide support for a maximum of three people with mental health needs.

Summary of our findings

1. Overall assessment

The service provides a stable home for the person living there. Routines are respected. Community based activities and opportunities are encouraged, providing the person with positive relationships. The people are safe, healthy and happy living in the home. Legal requirements must be met to ensure compliance with the regulations.

2. Improvements

The people living in the home continue to live the life they choose and do the things that matter to them.

3. Requirements and recommendations

Section five of this report sets out our recommendations to improve the service and the areas where the care home is not meeting legal requirements. These include the following:

- The statement of purpose requires improvements.
- The service user guide requires improvements.
- The complaints procedure requires improvements.
- People need to have a care plan explaining how the service is going to meet people's needs.

Arrangements regarding access to the home should be kept under review.

1. Well-being

Summary

People are happy, healthy and safe living in the home. They understand their care and support. People are getting help when they need it and have a good range of professionals around them to support any arising needs. Access to the community is encouraged and opportunities to engage with others are sought.

Our findings

People are encouraged to be involved in community activities and have opportunities to socialise with people. A registered care home provided respite care when the registered persons go away and we were informed by the registered person, the respite service and people using the service that they enjoyed going there to spend time with their friends there. People are able to access the local community and participate in activities which they enjoy, such as bingo, working on an allotment, visiting the shopping centre and walking. We spoke with staff working in the day service because they see the people regularly and are significant people in one person's care package. One professional told us that "*the stability of the placement relies on [the person] going to the [service]*" and another said "[the registered manager] *provides routine, very good support, has a good diet, is caring and has a good rapport.*" One person enjoyed a range of activities provided at the day service, and also participated in a gardening group. People do things which they enjoy.

People have good relationships with people around them. One person had lived in the care home and had been attending the day service for a number of years. It was clear from our conversations the registered manager and professionals had the person's best interests at the forefront of their care and support. People's routines were respected, and the registered manager was knowledgeable about the people's lifestyle choices and preferences. People feel they belong and have positive relationships.

Even though people can, come and go from the home as they please, they do not have a key to the home. This was because of concerns regarding the safekeeping of the key, and one person not wanting one. One person told us that they could return home when they wanted to, apart from when the registered persons were out. We recommend that arrangements regarding this should be reviewed to ensure that the person is always able to go home when they want.

People are kept safe in the home and in the community. People involved in individual's care were aware of their vulnerabilities and gave examples of how they helped people to stay safe e.g. checking their medication, supporting them with their daily monies upon request, and talking about the people they are. One person told us that they felt safe, and were happy. People are protected from harm and neglect.

2. Care and Support

Summary

Overall, people are encouraged to live as independently as possible. Local Authority care plans are reviewed regularly, and professionals involved were knowledgeable of current care needs. A service based care plan could benefit those living in the home. People's routines are respected.

Our findings

People's needs and preferences are understood and they receive the care and support they want. We read a care and treatment plan which had been reviewed and written by a care manager which detailed a person's routines and needs. We read how one person was attending health appointments independently, and how they accessed additional services, such as chiropody, when required. We read that health professionals are involved in reviewing people's medicines if required. The registered manager was knowledgeable about the prescribed medicines. People living in the home told us that they had reviews every six months with their social worker and if they needed anything, they would ask their social worker. There was no service delivery plan for how people's needs were going to be met within the home. Professionals involved in people's lives told us about improvements regarding personal appearance and care, and how the registered manager ensures that this is maintained: "*she does this in an appropriate way.*" We gathered evidence from talking to day care staff, social worker, and the respite service staff to establish that their needs were being met. People's lifestyle choices are respected, however, a care plan should be in place detailing how the service is going to meet the person's needs.

People are as healthy and active as they can be. There was some detail in one person's local authority care plan regarding the signs to look out for if they become unwell. A social worker, day care staff and the registered manager gave examples of when this had happened and what was done to help the person stay well. Professionals involved in people's care the care package told us how an individual enjoyed an active life by walking a lot. A healthy varied diet was provided by the home and by the day service people attend. The registered manager explained a person's dietary needs, and their eating and drinking patterns, which was confirmed by other professionals we spoke with. The registered manager told us that she provides all meals and requests for drinks, and gave examples of the types of meals provided e.g. stews, omelettes, roast dinners. One person told us that they enjoyed their meals, and confirmed what the registered manager told us. A balanced varied diet is provided.

Independent skills are promoted as much as possible, e.g. tidying and cleaning personal bedrooms. We were told by the registered manager that one person looks after their own medication, and the manager checked that it has been taken and is being appropriately stored.

We read in one person's local authority care plan, and a social worker told us about how the person was independent regarding their finances and enjoyed managing their accounts. The management of their monies was an important part of their life, and this was respected. The registered manager told us about the arrangements in place regarding incoming

monies and how they work together to ensure that the people are safeguarded against vulnerabilities from within the community e.g. financial abuse and discrimination.

The person did not have access to the home's kitchen because of behaviours and habits around eating and drinking. Risks regarding over eating and bingeing were detailed in the local authority care plan, and we discussed these risks with the day care staff, the social worker and the manager. This arrangement should be kept under review to ensure that the person's independent skills are maximised as much as possible.

3. Environment

Summary

The home is well suited to the needs of the people living there and provides a pleasant and clean place to live in. People can choose whether to spend time alone or with the registered persons and staff.

Our findings

People are cared for in a safe, secure and warm home. We saw that the home was clean, tidy, well presented, and appeared well maintained. The care home is shared with the registered person who have two dogs.

The need for privacy is respected. People living in the home have their own room and have access to the shared spaces. One person told us that they didn't need or want anything for their room. The registered manager told us how the person spends their time in the home and enjoyed being in their room and the garden in the evenings. The garden to the rear of the home was inviting with seating and was landscaped, and it was where people could smoke and use e-cigarettes. People live in a home which meets their needs.

4. Leadership and Management

Summary

Legal requirements for the service to be compliant have been ongoing for a number of years and the registered manager must take immediate action to rectify this in order to re-register with CIW under the new regulations. The registered manager knows the people who live in the care home well and manages their care and welfare well.

Our findings

In order to re-register the service under the new regulations (Regulation and Inspection of Social Care (Wales) Act 2016), the registered manager must submit a revised statement of purpose which is compliant with the regulations. This has been an on-going area of non compliance and we expect the registered manager to take action. The service user guide and complaints procedure had also not been reviewed as we expected. The registered manager has been non compliant with these legal requirements since 2015. We spoke to the registered manager after the inspection who told us that a revised statement of purpose was being submitted with their re-registration.

The service does not employ any staff. People received their support for their care and welfare from the registered manager and her husband. Since our last visit, the registered manager obtained their certificate from the Disclosure and Barring Scheme, which we saw. The registered manager needs to ensure her husband who lives at the home also has a DBS certificate. We were assured that this would be rectified immediately, and was being processed when we spoke to the registered manager after the inspection.

We were told by the registered manager that there had been no complaints about the service. The complaints procedure had not been reviewed to include key information. Professionals gave us examples of how concerns had been discussed with the registered manager and how they would identify any worries the individual had. One person told us that they were happy living in the service, and professionals told us about the attachment the individual had to the registered person. There was a range of professionals involved in the person's life who were knowledgeable about the person's needs and would take action if anything needed addressing. Therefore, we concluded that concerns would be addressed in an open manner.

The registered manager knew the person living in the home very well, and knew how to support their mental health.

5. Improvements required and recommended following this inspection

We advised the provider that improvements were needed in relation to the statement of purpose (regulation 4) and the service user guide (regulation 5) in order to fully meet the legal requirements. These matters have been outstanding since May 2015.

The registered manager's husband, who lives in the home, must have a Disclosure and Barring Scheme certificate (regulation 19).

A notice has not been issued on this occasion because the registered manager was taking immediate action. The DBS certificate confirmation must be sent to us.

5.1 Areas of non compliance from previous inspections

- The statement of purpose (regulation 4),
- The service user guide (regulation 5) and
- The complaints procedure (regulation 23).

5.2 Recommendations for improvement

- People living in the home must have a care plan detailing how the service is going to meet their needs whilst living at the service.
- Arrangements for people to come and go from the home as they please should be reviewed to ensure that people have the freedom they are entitled to.

6. How we undertook this inspection

This was a full inspection undertaken as part of our inspection programme. We made an unannounced visit to the home on 29 May 2018 between 10.00am and 11.45am.

The following methods were used:

- We spoke with the person living at the home on the telephone whilst they were at their day service.
- We spoke with the registered manager and her husband.
- We looked at a range of records. We focused on one person's care plan, the statement of purpose, the service user guide and policies and procedures.
- We spoke with two staff members at the local day centre.
- We spoke with the manager of the respite service.
- We spoke with the person's care manager at the local authority.
- Observation of the home environment.

Further information about what we do can be found on our website:

www.careinspectorate.wales

About the service

Type of care provided	Adult Care Home - Younger
Registered Person(s)	Margaret Twine
Registered Manager(s)	Margaret Twine
Registered maximum number of places	3
Date of previous Care Inspectorate Wales inspection	2 June 2017
Dates of this Inspection visit(s)	29/05/2018
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people who use, or intend to use their service. We recommend that the service provider considers Welsh Government's ' <i>More Than Just Words follow on strategic guidance for Welsh language in social care</i> '.
Additional Information:	