



Inspection Report on

Westwood Drive

Treharris

04 July 2022

04/07/2022

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About Westwood Drive

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Values in Care Ltd
Registered places	1
Language of the service	English
Previous Care Inspectorate Wales inspection	13/07/21
Does this service provide the Welsh Language active offer?	Working Towards. The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People living at Westwood Drive receive consistent care and support delivered by an experienced team of care workers. Personal plans and risk assessments are comprehensive and provide care workers with the information needed to provide good quality care and support. Governance arrangements are strong. The manager has good oversight of service delivery and there are policies and procedures in place that promote safe practice. Care workers are happy working for the service and say they feel supported and valued. There is a safe recruitment process and care workers have access to an ongoing programme of training and development. The environment is homely, clean and free from hazards. Regular checks, servicing and maintenance ensures the home, and its facilities are safe.

Well-being

People are cared for in an environment that supports their well-being. The home is maintained to a high standard. Routine health and safety checks and servicing of equipment and utilities ensures environmental safety. Standards of hygiene within the home are good. Infection control processes are in place to minimise the risk of cross contamination. There is a good standard of décor throughout the building and the furniture is comfortable and homely.

People are supported to have choice and control over their day to day lives. Personal plans identify people's outcomes and provide clear information for care workers to follow. Care workers know the people they support well and encourage people to make and have their own daily routines. People have access to a range of health and social care professionals and are able to access multi-disciplinary support when needed.

The service strives to ensure people are protected from harm and abuse. The recruitment process is safe. The provider completes all of the required security and vetting checks before potential employees start work. Care workers receive appropriate training and understand their responsibilities in relation to safeguarding vulnerable people. Policies and procedures are available and current. Risks to people's health and safety are assessed and effectively managed.

Care and Support

People receive support to do the things that are important to them. We saw people have a timetable of activities that is tailored to their needs. Activities detailed on the timetable include leisure pursuits and domestic tasks which promote independence, and social interaction. As well as the home, activities also take place in the community.

Personal plans set out strategies to support people achieve their personal outcomes. They are clear, concise and contain a good level of person-centred information. This means the information recorded is specific to the persons individual circumstances. Some plans including positive behaviour support plans have been devised using a multi-disciplinary team approach. This is done to ensure people are receiving the best possible care and support. Personal plans also contain risk assessments that contain comprehensive information on the best ways of keeping people safe. We saw personal plans and risk assessments are reviewed frequently to ensure information recorded in them remains relevant.

Arrangements for the storage and administration of medication are safe. Medication is securely stored and can only be accessed by authorised personnel. We examined medication administration records (MAR) and found them to be filled in correctly with no gaps. This suggests medication is being administered in line with the prescriber's recommendations. There is a protocol in place for the administration of 'as required' (PRN) medication and all PRN administrations are monitored to record the medications efficacy. Internal audits are conducted to identify administration errors and to ensure medication is administered and stored in line with best practice guidance.

There are systems in place to keep people safe. Most care workers who work at the service have worked there for many years and are familiar with people's needs, wants and routines. They are able to notice changes in people's health and well-being and act accordingly. There is a safeguarding policy and care workers know their safeguarding responsibilities. There are measures in place to reduce the risk of infection. Care workers have received infection control training and there is a policy that outlines best practice. Care workers follow current guidance in relation to testing for Covid-19 and there is a plentiful supply of personal protective equipment (PPE).

Environment

The environment is maintained to a high standard. Utilities including gas, water and electricity are serviced by appropriately qualified trades people. Fire safety features are routinely checked to ensure they are in good working order. Care workers complete routine checks around the building. Any defects identified are reported and actioned. An overall health and safety audit is completed to identify any hazards and to ensure the home and its facilities are fit for purpose.

On the day of our inspection the home appeared to be clean and tidy throughout. Care workers undertake routine cleaning and fill in a cleaning task sheet which supports good hygiene standards. The kitchen has been awarded a score of 3 by the food standards agency which means standards relating to food hygiene are generally satisfactory. The décor and furnishings within the home are appropriate. There is sufficient storage space and substances hazardous to health are safely stored. There is a pleasant garden area that can be utilised for activities or relaxing.

Leadership and Management

Care workers are trained and developed to carry out their duties effectively. We spoke to a number of care workers who provided positive feedback about their training opportunities. We looked at the services training matrix which showed a mixture of online and classroom-based training. We could see the service is 100% compliant with its training requirements. Supervision and appraisal give care workers the opportunity to discuss work related topics with their manager and monitor their performance. Records show care workers receive the regulatory required level of formal support. Care workers told us they enjoy working at the service and feel supported and valued.

People are protected by a safe recruitment process. The service recruits care workers in line with regulation. We examined a number of personnel files and could see all of the necessary pre-employment checks have been completed. These include Disclosure and Barring Service (DBS) checks, references from previous employers and employment history checks. New employees are required to complete a structured induction on commencement of employment and familiarise themselves with the care documentation of the people who reside at the service.

Governance arrangements support the operation of the home. The manager is suitably registered with Social Care Wales and has a visible presence at the service. The manager adopts an open-door approach to people living and working at the service. There are policies and procedures in place that promote safe service delivery. We sampled a number of policies and procedures and found they are reviewed regularly and updated in accordance with legislation. We saw evidence that the responsible individual (RI) visits the service regularly and considers areas such as staffing, the environment and care documentation to inform improvements. A quality-of-care review is completed on a six-monthly basis. We looked at the latest quality of care report which clearly sets out the services strengths and any areas where it can improve.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

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