



Inspection Report on

Riverdale

Cardiff

Date Inspection Completed

24/05/2023

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About Riverdale

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Ocean Community Services Limited
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	22 April 2021
Does this service provide the Welsh Language active offer?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

People are happy living at Riverdale and do the things that matter to them. Care staff understand the needs of the people they support and do so with kindness and respect. People are encouraged to be independent and make their own choices where possible. Personal plans of care are thorough, robust, and reviewed regularly. People have access to health and social care professionals as and when required. Medication processes are generally safe, but Medication Administration Record (MAR) charts must be completed correctly at all times. Care staff receive appropriate training and supervision and are happy working at the service. Care staff are recruited safely and staff personnel files contain required information. Quality assurance monitoring takes place regularly and the Responsible Individual (RI) visits the service as required. There are policies and procedures in place for the running of the service. The manager makes referrals to the Local Authority Safeguarding Team when required and notifies Care Inspectorate Wales (CIW) of reportable incidents. People are cared for in an environment that is safe and meets their needs. People have their own single bedroom which offers personal space and privacy.

Well-being

People are treated with dignity and respect. Care staff understand the needs of the people they care for and engage with them kindly. People are included in the assessment and care planning process and have opportunity to express their views and feelings. Personal plans are person centred and focus on people's personal goals, their outcomes and how these can be achieved. People are given information about the service and can access independent advocacy to support them if required. Quality assurance monitoring takes place regularly and the RI engages with people and staff during monitoring visits. People have their own bedroom which offers personal space and is respected by staff. People attend activities of their choice within the home and in the community and make their own choices in regard to meals, drinks and snacks, but are encouraged to maintain a healthy diet.

People receive care without delay. Care staff levels are consistent and ensure people get their care when they need it. Care staff receive appropriate training which is refreshed to ensure their knowledge is kept up to date. Personal plans of care contain accurate, robust and detailed information about people's needs and are supported with additional information and risk assessments where required. All documents are reviewed regularly to ensure they remain current. People receive support from an internal professional team and have access to external health and social care professionals. Medication processes need to be strengthened to ensure all administered or declined medication is recorded accurately at all times. People are happy living at Riverdale and receive encouragement to be independent and live fulfilled lives.

People are protected from abuse and harm. Riverdale has a robust safeguarding policy in place and all staff receive training in the safeguarding of adults at risk of abuse. The manager makes safeguarding referrals to the Local Authority Safeguarding Team when required. Any referrals are stored centrally and monitored as part of quality assurance processes. This is good practice as it enables the provider to monitor for themes, patterns and trends of abuse. The environment is safe, clutter free and clean. Safety checks of the building are completed and fire safety measures are in place. All staff are recruited safely with pre-employment checks completed prior to employment commencing. There is a system in place to renew Disclosure and Barring Service (DBS) certificates when required.

Care and Support

People receive the right care at the right time. Personal plans of care contain detailed information about people's needs and clearly outline how they should be met. Personal plans are reviewed regularly and updated when any changes occur. These plans are important as they guide staff on how to care for people correctly. We saw evidence of referrals being made to external health and social care professionals when required and people also get regular support from the internal professional team. Care staff levels are good and ensure people do not wait for care. Care staff have a good understanding of the needs of the people they care for and do so with patience and kindness. We saw positive interactions between care staff and the people they support including laughter, smiling and friendly banter. People told us they like the care staff very much. Medication processes within the service are safe. Medication is stored correctly and people have a MAR chart in place with required information and the effects of PRN (as required) medication are recorded correctly.

People are supported to have choice and control as far as reasonably possible. People are at the centre of care planning and are included in all assessment and review processes. People's likes, dislikes and preferences as to how their care is provided is included in personal plans. People are encouraged to be as independent as they can be and are supported to make their own choices where possible. People have their own personal activity plans in place and do the things that matter to them. On the day of inspection people living at the service were going out into the community to do different things. One person told us they were trying bowling for the first time and another person wanted to get some fast food later on in the day. Riverdale doesn't have set mealtimes or food menus in place as people choose what they want to eat and when. People are supported to prepare their own meals and people have the option to cook for others in the house if they wish.

Environment

People are cared for in a suitable environment. Riverdale is located in a residential area of Cardiff that benefits from local amenities and good transport links. The building is set over two floors with communal spaces including a lounge and kitchen diner. There are ample bathrooms and toilets throughout the home which are clean and in good working order. The home is warm, clean and decorated nicely throughout. We did not detect any malodour during inspection. The external space is safe, with garden furniture enabling people to enjoy spending time outdoors. People have their own bedrooms which we found to be warm, clean and spacious. People are encouraged to personalise their rooms and make them as homely as possible. People are free to access this personal space as they wish and we saw staff gaining people's consent before entering people's bedrooms.

People can be assured they live in a safe environment. On arrival to the service, we found the main entrance secure and we were asked for identification and to sign the visitor book before we were permitted entry. The building is well maintained and safety checks including gas and electricity safety testing takes place in line with legal requirements. Hazards have been reduced as far as possible; window restrictors are in place and harmful chemicals are locked away safely. There is a fire risk assessment in place that is reviewed regularly and all staff receive training in fire safety. Fire alarms and emergency lighting are tested regularly. All of the people living at the service have a Personal Emergency Evacuation Plan (PEEP) which is important as this guides staff on how to evacuate people safely in the event of an emergency.

Leadership and Management

People benefit from leadership and management in place. Riverdale benefits from an RI with good oversight of the service and a manager who is registered with Social Care Wales, the workforce regulator. People are given detailed information about the service they can expect to receive which includes details of how they can complain if they are not happy with the service. Riverdale has not received any complaints since the last inspection. Quality assurance monitoring takes place regularly and includes seeking the views of people using the service and staff working at the service. The RI visits the service in line with regulatory requirements and produces a report to support the visits. Quality assurance monitoring indicates the provider is committed to providing a quality service and making improvements when required. The manager understands legal requirements of caring for vulnerable people and makes referrals to the Deprivation of Liberty Safeguarding (DoLS) team when necessary. This ensures that placements at the service are legal when people lack the mental capacity to make decisions in regard to their care and accommodation. CIW are notified of reportable incidents in line with regulatory requirements.

People are supported by care staff who are appropriately trained and well supported. We examined the staff training matrix and found that staff attend courses relevant to the needs of the people they support. The majority of staff are currently up to date with training. All staff receive supervision in line with regulatory requirements. Supervision is important as it is an opportunity for staff to discuss any practice issues or needs in a formal setting that is recorded. Staff we spoke with told us they are happy working at Riverdale and really enjoy their jobs. Care staff told us they feel supported. One member of staff told us, "*The manager is pretty great*". We examined a selection of staff personnel files and found they all contain required information. We were able to see staff recruitment is safe and robust as pre-employment checks including DBS certificates and references are applied for prior to employment commencing. These checks are important as they determine a person's suitability to work with vulnerable people. All care staff are registered or in the process of registering with Social Care Wales.

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