



Inspection Report on

Westminster Court

Cardiff

Date Inspection Completed

26/02/2024

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About Westminster Court

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	26 January 2023
Does this service promote Welsh language and culture?	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 very happy with the care they receive and speak positively about the care staff who support them. People are supported to be as independent as possible and are included in all aspects of their care planning. Care documentation is thorough, robust and reviewed regularly to ensure it remains accurate. People have access to an internal care team and also attend appointments with external health professionals when required. Medication processes are safe and robust. There are policies and procedures in place for the running of the service and people are given detailed information about the service. The Responsible Individual (RI) has good oversight of the service and completes quality assurance monitoring regularly. Care staff are happy working at the service and feel valued by the organisation who offer a range of employee benefits. Care staff attend training appropriate to the roles they undertake and receive formal supervision regularly. Care staff are recruited safely and pre-employment checks are completed correctly. People live in a suitable environment that meets their needs and offers opportunity for personal space and privacy. Improvements to the safety of the building have been made since the last inspection.

Well-being

People are treated with dignity and respect. Care staff support people with patience and kindness and encourage people to live their lives in their preferred way. People are involved in the planning and reviews of their care and are encouraged to have a voice. People's preferences are clear within care documentation. The RI engages with people during their visits and seeks their views as part of quality assurance processes. People are supported to maintain contact with family and friends and have access to advocacy when needed. People live in a suitable and safe environment which meets their needs. People have their own bedrooms which are comfortable and offer privacy and personal space when required. Care staff respect people's personal space.

People get the right care without delay. Personal plans of care contain detailed information about people's needs and clearly guide care staff on how to meet the needs. People have access to internal and external care teams when required and any advice or guidance is added to personal plans and followed correctly. Medication is administered safely in line with prescription and people attend health appointments when required. Care staff have a good understanding of people's needs and have the skills required to work with people effectively. Care staff attend appropriate training and feel well supported by the management. The organisation has a number of benefits available to support care staff and to make sure they feel valued. The majority of care staff are up to date with formal supervision.

People are protected from abuse and harm. Westminster Court has a robust policy in place and all care staff attend training in protection of adults at risk of abuse. Safeguarding referrals are made to the Local Authority when required and then stored centrally with outcomes recorded. Any referrals are monitored by the RI and as part of quality assurance monitoring of themes, trends and patterns. The environment is as hazard free as possible and safety checks of the building are completed correctly. There is a fire risk assessment in place and all care staff receive fire safety training. Care staff recruitment is safe and robust. Pre-employment checks are completed correctly and there is a system in place to renew Disclosure and Barring Service (DBS) certificates when required or to check the certificate of those care staff on the update service.

Care and Support

People get the right care at the right time. Care staff have built good relationships with the people they support and understand their needs and how they should be met. Care staff engage with people positively and treat people with kindness and respect. Care staff levels at the service are dictated by the needs of the people using the service and ensure that people do not wait for the care they need. People have the support of an internal multi-disciplinary team whom they meet with regularly and also access external health and social care professionals when required. People told us that they like living at Westminster Court and spoke positively about the care staff and the support they receive. Robust personal plans of care are in place which clearly outlines people's needs and how they should be met. They are supported with risk assessments and further information where required. Documents are kept under constant review and updated when any change occurs. Personal plans are important documents as they guide care staff on how to care for people correctly. Medication is stored securely and administered safely. There is a medication policy in place and care staff receive training in administering medication. There are Medication Administration Record (MAR) charts in place which contain the right information and are completed correctly.

People are supported to have autonomy over their lives. People are at the centre of care planning and actively participate in the assessments and reviews of their care needs. People's views are clear within care documentation, which also highlight peoples likes, dislikes and preferences as to how care is provided. People have their own personal daily routines and do the things that matter to them. People told us that they choose the activities they wish to do and keep in touch with people who are important to them. Care staff encourage people to make their own choices and to be as independent as they can be. People told us that they choose their life goals and care staff support them with these choices. People are supported to shop for and prepare their own meals where possible, which allows them to decide what they want to eat and when. People have access to independent advocacy services as and when they need it.

Environment

People live in a suitable environment that meets their needs. Westminster Court is located in a residential area of Cardiff that benefits from local amenities and good transport links. The service is made up of a main building that can accommodate four people and a self-contained annex for one person within the grounds. The main building is set over two floors with each floor benefiting from two bedrooms, a kitchen, a large lounge and a bathroom. The home is warm, welcoming and decorated nicely throughout but is awaiting some general maintenance and cosmetic redecoration in places. We were told that the provider is aware and this would be completed as soon as possible. We found the main building and annex clean and did not detect any malodour during inspection. People have their own bedrooms which are spacious, warm and offers opportunity for personal space and privacy when required. People are encouraged to decorate their rooms to their own taste and to personalise their rooms with their own belongings to make them homely and comfortable. Care staff respect people's personal space and encourage individuals to value and look after their 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 visitors book before being permitted entry. This evidences that visitors to the service are monitored to ensure authorised access only. We did a tour of the building and found the environment clutter free and hazards have been reduced as far as practically possible. Fixtures and fittings have been chosen with people's safety in mind. Window restrictors are in place and cleaning products are locked away safely. There is a fire risk assessment in place, fire alarms are tested weekly and a fire drill takes place every six months. People living at the service have a Personal Emergency Evacuation Plan (PEEP) in place. PEEPs are important as they guide care staff on how to evacuate people safely in the event of an emergency. Safety checks of the building including gas and electricity safety testing are completed within legal timeframes.

Leadership and Management

People benefit from the leadership and management in place. Westminster Court benefits from an RI with good oversight of the service and a manager who is registered with Social Care Wales, the workforce regulator. There are policies and procedures in place for the running of the service and to guide care staff of what is expected of them. People have access to a complaints processes but there have been no formal complaints to the service since the last inspection. We saw a number of compliments from people and their families thanking the service for the good care they had provided. The RI visits the service in line with regulatory requirements and produces a report to support the visits. Quality assurance monitoring takes place regularly and includes seeking the views of people using the service and care staff working at the service. Quality assurance demonstrates that the provider is committed to providing a quality service and making improvements where required. People are given detailed information about the service they can expect to receive which includes how to complain if they are not happy. The organisations statement of purpose is kept under review and updated when required. This document is important as it sets out what care can be provided, to whom, how and when.

People are supported by care staff who are valued and safely recruited. Care staff receive training appropriate to the roles they undertake and feel well equipped to do their jobs and all care staff are up to date with required training. Care staff told us that they are happy working at the service and feel valued by the management. There are various staff incentive programmes in place to support staff financially and emotionally should they need it. All care staff receive supervision in line with regulatory requirements. Supervision is important as it is an opportunity to discuss ant practice issues or needs in a formal setting that is recorded. We examined a selection of care staff personnel files and found they mostly contained required information. The provider assured us that missing documents would be added to the files as priority. We saw evidence that pre-employment checks including DBS certificates and references are sought prior to employment commencing. These checks are important as they determine a person's suitability to work with vulnerable people. All care staff working at the service are registered 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
44	We were able to freely access the service without challenge.	Achieved

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