



Inspection Report on

Witla Court

**2-4 Witla Court Road
Rumney
Cardiff
CF3 3LT**

Date Inspection Completed

11/01/2023

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About Witla Court

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|--|--|
| Type of care provided | Care Home Service Adults Without Nursing |
| Registered Provider | Ocean Community Services Limited |
| Registered places | 8 |
| Language of the service | English |
| Previous Care Inspectorate Wales inspection | 24 October 2019 |
| 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 like living at Witla Court and are supported and encouraged to be as independent as they can. Care staff have a good understanding of people's needs and provide support with patience and kindness. Staffing levels are consistent and ensure that people receive care without delay. People have their own personal routines and spend their time doing things that matter to them. Care documentation is robust, detailed and reviewed and evidences support from internal and external professionals when required. The Responsible Individual (RI) visits the service when required and quality assurances takes place regularly. There are policies and procedures in place for the running of the service and complaints are taken seriously. People have access to independent advocacy and are given information on the service they can expect to receive. Care staff are well trained, receive formal supervision and feel supported and valued working at the service. Staff recruitment is safe with pre-employment checks completed prior to employment commencing. Staff files contain all required information. People live in a safe environment that meets their needs and have their own bedroom which are personal and offer privacy.

Well-being

People are treated with dignity and respect. Care staff interact with people positively and have regard for the way people choose to live their lives. Care staff have a good understanding of people's needs and provide care with patience. Personal plans of care contain robust information and evidence that referrals are made to internal and external professionals without delay. People have access to information regarding the service they can expect to receive which included details of where they can complain if they are unhappy with the service. Complaints to the service are taken seriously and dealt with correctly. The RI engages with people during visits to the service and quality assurance processes seek the views of people using the service. People have access to independent advocacy.

People are supported to have control over their own lives as far as practically possible. Care staff support people to be as independent as possible and encourage people to make their own choices. People are involved in the assessment of their needs, care planning and reviews of their care, and their personal goals, wishes and feelings are documented in personal plans of care. People have their own personal activity plans and access the community as they wish. Care staff support people to budget their money and to prepare meals of their choice. People have their own bedrooms which they are free to access as they wish. People are encouraged to personalise their rooms and are encouraged to be independent with the cleaning and tidying of their personal space.

People are protected from abuse and harm. Witla Court has a safeguarding policy in place and all staff receive training in the safeguarding of adults at risk of abuse. The manager understands legal requirements in regard to caring for vulnerable people and notifies Care Inspectorate Wales (CIW) of any notifiable incidents as set out in the regulations. Referrals made to the safeguarding team are stored centrally with outcomes recorded and monitored as part of RI visits and quality assurance monitoring. Pre-employment checks are completed prior to staff commencing employment at the service to ensure potential staff are of suitable character. The building is well maintained and safety checks are completed when required. There is a fire risk assessment in place and staff receive training on fire safety. Fire alarms are tested regularly.

Care and Support

People receive the right care at the right time. Care staffing levels at Witla court are good and ensure that people do not wait for the care they require. Pre-admission assessments take place and admissions are carefully planned to ensure people's needs are totally understood. Personal plans of care are very detailed and supported with additional information and risk assessments where required. They are reviewed regularly to ensure that they are current and any changes to people's needs are recorded. Personal plans are very important as they guide staff on how to care for people correctly. We saw evidence that people receive support from the internal multidisciplinary team when required and referrals are made to external professionals without delay. Any advice or guidance from professionals is documented in personal plans and followed correctly. Care staff have a very good understanding of people's needs and have skills required to meet these needs. We observed staff interacting positively with people and showing patience when providing care. People we spoke with told us that they like living at Witla Court and one person said, *"I like the staff a lot, I'm really happy here"*.

People have autonomy over their own lives. People are involved in assessments of their needs, care planning and reviews of their care, and have opportunity to access independent advocacy if they wish. Care documentation is person centred and clearly outlines people's likes, dislikes, and preferences on how their care is delivered. Personal plans include details of what people can do independently and their goals for the future. People have their own personal activity plans in place and do the things that matter to them and are encouraged to maintain relationships with friends and family and to access the community as they wish. People plan their own meals and are supported to shop for ingredients and prepare meals of their choice at times that suit them. One person told us *"I go out most days, I'm only in today because it's raining"* and another person said, *"staff get me the food I like, its's always my choice"*. Medication processes at the service are safe and robust with a number of people being supported to be independent with medication administration. Medication is stored safely and administered in line with prescription. Medication Administration Record (MAR) charts all contain required information and are signed correctly when staff administer medication.

Environment

People live in a suitable environment that meets their needs. Witla Court is made up of two semi-detached properties located in a residential area of Cardiff that benefits from local amenities and good transport links. The home is warm, welcoming, and decorated to a high standard throughout. There is sufficient communal space including two lounges and two dining areas that enables people to spend time together, and two open plan kitchens that facilitate people to cook meals independently with staff support if required. There is safe external space that contains nice garden furniture that people are free to use as they wish. All bathrooms and toilets are clean, accessible and in good working order. The home is clean and no malodour was detected during inspection. People have their own single bedrooms which are clean and spacious and offer people opportunity for time alone and privacy. We viewed a selection of bedrooms and saw that they contain people's personal belongings and are decorated to people's individual tastes.

People can be assured they live in a safe environment. On arrival to Witla Court we found the main entrance secure and we were asked for identification and to sign the visitors book before we were permitted entry. The environment is clutter free and all hazards have been reduced as far as practically possible. There is a locked cupboard for chemicals, but we found two cleaning products left in a bathroom which were immediately removed by staff. The building is in a good state of repair, well maintained and window restrictors are in place to maintain people's safety. Service checks including gas and electricity safety testing are carried out in line with legal requirements and fire alarms and emergency lighting are tested regularly. There is a fire risk assessment in place which is reviewed annually and everyone living at the service has a Personal Emergency Evacuation Plan (PEEP) in place. PEEP's are important as they guide staff on how to evacuate people safely in the event of an emergency.

Leadership and Management

People benefit from leadership and management in place. Witla Court has a manager who is registered with Social Care Wales, the workforce regulator and an RI who has good oversight of the service. There are policies and procedures in place for the smooth running of the service which are reviewed annually and updated when necessary. The manager understands legal requirements in regard to caring for vulnerable people and liaises with the Local Authority safeguarding team when required. Any safeguarding referrals are stored centrally with outcomes recorded and monitored as part of quality assurance processes. This is good practice as it enables the provider to monitor referrals for themes, trends, and patterns of abuse. Notifications are made to Care Inspectorate Wales (CIW) whenever a notifiable incident takes place at the service. The RI visits the service in line with regulatory requirements and produces reports to support the visits. We were told that the RI is very supportive and available between visits if required. Complaints to the service are taken seriously and stored centrally. We saw a number of compliments recorded and thank you cards to the staff from families who are happy with the service being provided.

People are supported by staff who are trained and well supported. Care staff attend training appropriate to the roles they undertake and feel well equipped to do their jobs. Current training statistics indicate that all staff are currently up to date with required training courses. All staff receive a formal supervision in line with regulatory requirements. Supervision is important as it is an opportunity for staff to raise any practice issue or needs in a setting that is recorded. Staff we spoke with told us that they are very happy working at Witla Court and one person said, *"I love working here, the manager is good and I don't have any issues at all"*. We examined a selection of staff files and found that they contained required information. One file was missing a recent picture of the employee but we were given assurances that this would be added without delay, and following the inspection this was added. Pre-employment checks including Disclosure and Barring Service (DBS) certificates and references are applied for prior to employment commencing and there is a system in place to renew DBS certificates when required. These checks are important as they determine a person's suitability to work with vulnerable people.

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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Date Published 14/02/2023