



Inspection Report on

Victoria House Care Home

**Church Street
Llangadog
SA19 9AA**

Date Inspection Completed

28 October 2022

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About Victoria House Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Elidyr Communities Trust
Registered places	10
Language of the service	English
Previous Care Inspectorate Wales inspection	This was the first inspection since the service was registered under RISCA regulations.
Does this service provide the Welsh Language active offer?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People living in Victoria House have a positive experience of care and are achieving good well-being outcomes. Care staff are committed, well supported, enjoy working with the people and are proud of their achievements. The home is run efficiently with care and support planning systems in place. Consistent routines and structures support the safe and smooth operation of the home. People benefit from person centred care which meets their individual needs, with an emphasis on choices and social inclusion. Attention is given to their physical, health and emotional well-being. Relationships between people living in the home, and between them and the care staff who look after them are very good. Safeguarding arrangements are in place and people's rights are respected and upheld. The responsible individual (RI) has effective oversight of the service through quality assurance processes. However, the service provider must ensure safe recruitment practices are always followed. The home is clean, tidy, suitably furnished, and maintenance work and various health and safety checks are completed.

Well-being

People are listened to, given choices and their views are respected. They are encouraged to have a say in the running of the home and contribute to their personal plans and preferred outcomes. Those living in the home are encouraged and supported to access independent advocacy where appropriate and are supported to attend or represent their own views at reviews. The service does not provide the 'Active Offer' of the Welsh language, and there are no plans to introduce this currently. However, where people's preferred language is Welsh every effort is made for care staff to speak in Welsh with them. The provider should consider Welsh Government's *'More Than Just Words: Follow-on strategic framework for Welsh Language Services in Health, Social Services and Social Care'*.

There is a strong emphasis on building and maintaining positive relationships between the people living in the home and between them and care staff. People have opportunities for one-to-one discussions with care staff during individual keyworker sessions and daily interactions. People and care staff enjoy spending time together or doing activities together in the home and in the community. Care staff are clearly very fond of those they support, and we saw warm, respectful and good-natured interactions throughout our visit.

People can do things that matter to them, and the service provider encourages and supports care staff to provide them with similar opportunities to people living in the community. Family contact and socialising with friends is promoted, subject to risk assessments and people's best interests. The home is run so that it is as near as possible to a family home environment. Friends visit, and care staff and residents enjoy home cooked meals together at the dining table. Care staff are sensitive to people's relationships with their families; they welcome relatives to the home and make flexible transport arrangements to enable residents to spend time at their family homes. Some residents have partners also living in the home or elsewhere, and care staff facilitate and support these relationships sometimes offering guidance and advice where needed.

People participate in a variety of activities, follow hobbies and interests, and belong to clubs. Some people have paid or voluntary employment, often in the local community, and until recently the service provider has operated a coffee shop in the village where residents could gain work experience. The service provider also has a weavery workshop which many of the residents attend a day or two a week with items being sold in a craft shop. People enjoy holidays in this country or abroad supported by care staff or family members. We inspected the day after a birthday; the house was decorated accordingly and a party with "*lots of dancing*" involving residents, care staff and family members had taken place. Care staff are creative in seeking out opportunities for activities and events for residents to enjoy.

The home is clean and tidy and contains facilities that enable people to develop their independent living skills. Relevant health and safety checks are undertaken as required and repairs are identified and carried out in a timely way.

Care and Support

Care staff know people well and understand their needs and behaviours. People's care and support needs are monitored and reviewed. Although changes are made in line with changing needs and circumstances, the service provider must ensure a formal review is carried out at the timescales set out in regulations. This is an area for improvement and we expect the service provider to take action.

People have individualised care and support plans so care staff have good information on people's needs and how to meet them. Personal plans and risk assessments are easy to follow and people had signed their own plans. The service provider regularly consults with people living in the home, their families and care staff. The feedback is overwhelmingly positive about the general standards of care and support, and people are happy and leading fulfilled lives. One family member told us care staff "*provide a family style service with lots of activities*" and "*our daughter is so happy*".

The service has structures in place to ensure people are safeguarded from harm. Care staff told us they feel confident in their knowledge of the procedures to follow in the event of a safeguarding concern, and they receive relevant training. People are supported to think about and manage risks to themselves associated with their right to make choices and live as independently as possible. However the service provider could not evidence safe recruitment practices are always followed because there were a number of shortfalls in care staff pre-employment checks. During the inspection process, the manager introduced measures to prevent this happening in the future and planned to conduct an audit of all care staff files and correct the shortfalls. Nevertheless this is a serious issue which has been identified as an area for improvement and which we expect the service provider to address.

Care staff work well with other agencies and professionals. People have access to various health and social care services. Care staff support people to attend appointments and access services that address their needs. Care staff encourage people to lead a healthy lifestyle through physical activity and healthy eating. Records show care staff undertake the core training outlined in the Statement of Purpose (SoP) such as first aid, food hygiene and medication administration.

Environment

People live in a home that meets their needs and supports them to develop independent living skills. Victoria House provides a comfortable and homely environment. It contains the necessary utilities and appliances. Residents take responsibility for their own rooms and laundry, and there are well established routines regarding the cleaning of communal areas with care staff support where appropriate.

The home is situated in a village and people access towns via public transport or the home's transport arrangements. People's bedrooms are personalised to their tastes with their belongings. The house is spacious, and all areas are well maintained and furnished and decorated to a good standard. There is ample space and rooms for people to socialise or spend time on their own if they wish. To the rear of the property is a lovely garden which residents are very much involved in planning and maintaining. There are seating areas, lawns, a greenhouse and raised beds where residents and care staff had grown a variety of fruits and vegetables earlier in the year. Barbecues take place in the summer months.

Health and safety checks of the premises are being carried out. There are regular health and safety checks as part of the daily routine of the home, including fridge and freezer temperatures and fire safety equipment. Records show routine maintenance of gas and electrical equipment, and there are regular fire evacuation drills. A fire safety inspection was carried out by the fire service in February this year. All required works have been carried out and a fire risk assessment has been undertaken. Additional layers of assurances are undertaken through a system of manager audits. The home has a visitor book, but this is not always completed in accordance with fire safety arrangements; records and hazardous substances are stored securely.

Leadership and Management

People are supported by care staff who have the knowledge and training to ensure their needs are met. Newly employed care staff complete a two week induction period and are subsequently encouraged and supported to gain relevant qualifications. The service is fully staffed mainly with care staff who have been in post for a number of years. They usually stay for at least a year and receive similar training and support to employed care staff. The staff training record shows care staff have access to a variety of training opportunities.

Care staff support systems are not consistently implemented. They spoke positively about those in management positions and the support they receive. Care staff have not had formal supervision in line with the service's policy but report they can access guidance and informal supervision as and when they wish. They told us they receive induction before starting to work directly with people living in the home but the service provider could not evidence new care staff complete an appropriate induction programme and satisfactorily complete a probationary period before being confirmed in post. This is an area for improvement and we expect the service provider to take action.

Overall, communication amongst the staff team appears good with the handover file containing important information and updates. Team meetings have not been held as regularly as they should but care staff feel their views about people's care and support and the running of the home are valued and taken into account.

People receive information about the service. However, the service is not provided in accordance with the Statement of Purpose (SoP) because it does not reflect the current staffing arrangements or the complaints process; it also refers to legislation and guidance which is no longer in operation. It has not been updated and a copy provided to CIW as required. This is an area for improvement and we expect the service provider to take action. People receive a guide to the service which is comprehensive, straightforward, and suitable in language and format to the needs of people living in the home. However, this should be amended to include information about the availability of advocacy services and this should be amended accordingly. All required policies and procedures are in place.

Improvements are required to management and governance arrangements. The service provider has established systems for the oversight and operation of the home. The house manager undertakes a monthly house audit and the RI completes a reports of their statutory visits to the service. The RI actively seeks feedback from people and care staff as part of their visits. Reviews of the quality of care though comprehensive, do not include action plans with actions assigned to a lead officer with identified timescales. Lines of accountability and responsibility are not clear and the RI must ensure the person appointed as registered manager is the person who manages the day to day running of the home.

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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36	The service provider has not ensured or cannot show that care staff have completed an induction appropriate to their role or satisfactorily completed a probationary period in the prescribed timescales. Staff have not had regular supervision.	New
35	The service provider has not always carried out required pre-employment checks.	New
67	The person appointed to manage the service is not responsible for the day to day delivery of the service.	New
7	The service provider has not kept the statement of purpose under review as required, and where it has been updated a copy has not been provided to the regulator. It does not accurately reflect the management arrangements of the service, or changes to legislation and guidance.	New
16	The service provider has not carried out a review of people's personal plans at least three monthly.	New

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