



# Inspection Report on

**80 Westwood Drive**

**Treharris**

## **Date Inspection Completed**

16/06/2023

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## About 80 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	<a href="#">30<sup>th</sup> June 2022</a>
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 at 80 Westwood Drive receive a very high standard of care and support delivered by a competent and committed team of care workers. People are supported to be as independent as possible and participate in a wide range of activities which help promote a healthy fulfilling lifestyle. Care documentation is clear and concise providing the most up to date information which helps care workers understand people's needs and routines. There is a small team of care workers who know the people they support well. Recruitment systems are robust making sure care workers are sufficiently skilled and qualified. Care workers have access to an ongoing programme of training and development and regularly meet with their manager to receive formal support such as supervision and appraisal. The Responsible Individual (RI) visits the home regularly and appears to have good oversight of service provision and is up to date with quality assurance requirements. Policies and procedures are kept under review and help promote safe practice. The environment is suited to people's needs and is clean and comfortable throughout.

## Well-being

Every effort is made to safeguard people from harm and abuse. Care workers are safely recruited to ensure they are suitable to work with vulnerable people. There is a safeguarding policy and care workers receive safeguarding training. Care workers we spoke to told us they are confident in their ability to raise concerns if they need to do so. Care documentation considers risks and provides strategies for keeping people safe. Infection prevention and control measures are followed, and medication is stored and administered in line with best practice guidance.

People are treated with dignity and respect. As far as possible, people are involved in the care planning process. We saw evidence regular resident meetings are held where people can voice their opinions. Minutes from meetings are produced in an easy read format making them easier for people to understand. We were unable to obtain verbal feedback from supported people due to communication difficulties. However, a relative of a supported person told us, *"The care provided is fantastic. The staff are so good it's unbelievable, I really can't fault them"*. During our inspection we saw care workers interacting with people in a warm respectful manner.

People are supported with their physical and mental health and emotional well-being. A consistent team of care workers know people well and can recognise changes in people's presentation and seek advice from the relevant professionals in a timely manner. People are supported to do the things they enjoy and have access to a range of activities tailored to their needs. People are encouraged to maintain relationships with family and friends and are given the opportunity to develop new relationships if they choose to do so.

The environment helps support people's well-being. The home is clean and tidy throughout and is adapted to people's needs. Environmental safety is a priority with regular checks, maintenance and servicing helping keep the environment safe.

## Care and Support

Information recorded in people's personal plans is extensive, giving an in-depth insight into the needs of supported people. The format of personal plans allows care workers to easily digest the information detailed. For example: risk assessments use a visual traffic light system highlighting the severity of the risk. Risk assessments also detail the benefits associated with the risk, allowing people to experience positive risk taking. Positive Behaviour Support (PBS) plans are devised using a multi-disciplinary team approach. This is done to ensure behaviours which are considered challenging can be managed in a calm, collective manner. As well as information relating to care and support, personal plans contain a high level of information relating to people's personal history including their likes, dislikes, interests, and hobbies. Daily records are accurate and up to date giving a detailed account of care and support provided. Personal plans are reviewed every three months as required. In addition to this an annual multi-disciplinary team review is held to ensure people are receiving the right level of care and support.

Highly effective planning allows people to do the things they want to do. Care and support plans, risk assessments and management plans provide guidance on how to support people safely. Activity plans set out a schedule of structured activities people enjoy. Examination of these plans show people engage in a wide range of activities including domestic tasks as well as leisure pursuits. On the day of our inspection, we saw people being supported to do their laundry, access educational opportunities, and go swimming. We were also shown lots of photographic evidence of people engaging in meaningful activities. Staffing ratios are determined by people's needs. Where people require extra support to participate in some activities, this is reflected in their personal plan. For example: people may require a ratio of 2-1 staff to access the community.

The service considers people's health and well-being. Evidence viewed in personal plans shows people have access to health professionals when they need it and are supported to attend routine health appointments. Care workers can spot the signs of ill health and refer to the relevant professional for advice. As well as being supported to engage in activities, people are supported to maintain relationships with family and friends. Medication management systems are effective. We saw medication is securely stored and can only be accessed by authorised personnel. We viewed people's medication recording records (MAR) and found people receive their medication as prescribed.

## Environment

80 Westwood Drive is a small single occupancy home situated in the village of Treharris. People receive care and support in an environment which is adapted to their needs. Décor is minimalistic due to the sensory needs of supported people. Furnishings are suitable throughout. Communal areas and bedrooms are clean and comfortable. People are safe from unauthorised access with visitors having to sign in on arrival and out on departure. Confidential information is securely stored and is only available to care workers and other professionals who are authorised to view it.

There is an ongoing programme of maintenance and servicing ensuring the environment is safe. We saw safety certification for utilities such as gas, electricity, and fire safety features. Regular fire drills are held, and people have a personal emergency evacuation plan (PEEP) in place providing care workers with useful information on how best to support people in the event of an emergency. Effective daily cleaning schedules undertaken by care workers ensures the home is clean and hygienic. The kitchen has been awarded a score of four by the food standards agency, implying food management systems are good. In house health and safety audits are completed where all aspects of environmental safety are considered. At the last audit the home was 100% compliant with health and safety requirements.

## Leadership and Management

Governance and quality assurance measures help monitor, review, and improve the quality of care and support provided. The RI visits the service regularly and gathers information to inform improvements. On a six-monthly basis a quality-of-care review is completed. We looked at the latest quality of care report which clearly highlights the services strengths and areas where it can develop further. Written information is available for people to view. The statement of purpose and user guide provide information about what the service offers. These documents are kept under review and are available in a range of formats including easy read. We looked at a selection of policies and procedures and found information recorded in them is aligned with the most up to date statutory and best practice guidance. Policies and procedures are routinely reviewed and updated when necessary.

Care workers are recruited safely and feel supported and valued. We examined several personnel files and found all the required pre-employment checks have been completed, including Disclosure and Barring Service (DBS) checks, references from previous employers and employment history checks. All care workers are registered with Social Care Wales, the workforce regulator. This is done to ensure care workers have the relevant qualifications needed to work in the care sector. Care workers we spoke to told us they enjoy working at the service and feel valued and supported by the manager. One said, *“The manager is very proactive, really approachable and good for staff development”*. We looked at records relating to staff support and found all staff receive supervision on a three-monthly basis and have an annual appraisal.

Care workers are supported to develop. On commencement of employment care workers must complete a structured induction programme which is aligned with the ‘All Wales Induction Framework for Health and Social Care.’ They also must work a probationary period where their skills and practice are assessed. Following this care workers have access to an ongoing programme of training and development aimed to keep them sufficiently skilled. Care workers provided positive feedback regarding the services training provision. One said, *“We get lots of training. There’s eLearning and face to face training. There’s a good mix”*. Training records we viewed show all care workers are up to date with their training requirements.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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
16	The provider is not compliant with regulation 16(1). This is because personal plans have not been reviewed every three months as required.	Achieved
36	Regulation 36(2)(c) – The service provider must ensure anyone working at the service receives appropriate supervision and appraisal.	Achieved
56	Regulation 56(2) - the service provider must have policies and procedures in place to minimise the spread of infection and to ensure the service is provided in accordance with such policies and procedures.	Achieved

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