



Inspection Report on

80 Westwood Drive

Treharris

30 June 2022

30/06/2022

Welsh Government © Crown copyright 2022.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.

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	13/07/21
Does this service provide the Welsh Language active offer?	Working Towards. The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People living at 80 Westwood Drive experience a good standard of care and support delivered by an established, well-trained team of care workers. The service provides care and support to people whose needs are considered to be complex in nature. Personal plans are detailed and clearly highlight people's personal outcomes. Risk assessments are thorough and set out strategies for keeping people safe. Improvements are required to the review process to ensure personal plans and risk assessments remain current. Care workers feel supported in their roles and receive training to meet the needs of the people they support. A thorough recruitment process helps to verify care workers suitability for the role. The environment is maintained to a high standard, clean and safe. The management provide a good level of oversight. Policies and procedures are reviewed frequently to contain the most current guidance and the responsible individual (RI) is up to date with all of their specific duties.

Well-being

People are supported to do the things that are important to them. We saw a timetable of structured activities that are suited to people's needs. Participation in activities is recorded in people's personal plans. Arrangements are in place to enable people to meet with family and friends. The service also supports people to access facilities in the local community and go on holiday.

People are safe from harm and abuse. Risks to people's health and safety are thoroughly assessed and effectively managed. Care workers are trained to spot the signs of harm and abuse and know the process for raising concerns. People are safeguarded by a safe recruitment process. Care workers are subject to a series of mandatory checks to ensure they are suitable to work with vulnerable people. The service is responsive and informs all relevant agencies of reportable occurrences.

People receive the right care and support. Personal plans are person centred, meaning they are tailored to people's individual needs. Some plans, including behaviour management plans are devised in consultation with other professionals with expertise in said areas. This is done to ensure people achieve the best possible outcomes. Documented evidence in people's personal plans show access to a range of health and social care professionals including GP's, dentist's and speech and language therapists.

The environment supports people's well-being. The home is maintained to a high standard. Regular checks and servicing of the home and its facilities promotes safety. Any defects are reported and rectified in a timely fashion. The home is comfortable, clean and welcoming. There is a good standard of décor and furnishings throughout.

Care and Support

People receive consistent care and support to meet their individual needs. There is a core team of care workers providing care and support that have worked at the service for a considerable amount of time and know the people they support well. Personal plans are detailed, clear and concise. They identify people's personal outcomes and set out strategies on how to best support people to achieve them. Behavioural management plans have been devised using a multi-disciplinary team approach so that people get the right care and support when they need it. Personal plans also contain risk assessments specifically designed to keep people safe. Improvements are required to ensure personal plans are reviewed in line with regulation. We found reviews have not been conducted every three months as required. We discussed this with the management team who told us they would strengthen the process. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

People are supported to access a range of activities that promote independence, friendships and social interaction. On the day of our inspection, we saw someone being supported to go swimming. We saw evidence of a structured programme of activities tailored to people's needs. Activities include leisure pursuits and domestic tasks and are held in the home and within the local community.

People are protected by safe practices. There is a safeguarding policy that contains the most up to date guidance. Care workers receive safeguarding training and are aware of the procedure for raising concerns. Arrangements for the storage and administration of medication are robust. Medication is stored securely and is administered as prescribed. Care workers undertake medication training and regular medication audits promote best practice. The service effectively manages the risk of infection. All visitors to the service have to show a negative Covid-19 test before entering the building. There is an infection control policy and staff have received infection control training. There is a plentiful supply of personal protective equipment (PPE) and care workers follow current guidance for testing for Covid-19. We noted the services Covid-19 risk assessment needed updating to reflect current guidance in relation to the wearing of PPE. We discussed this with the management team who assured us this would be done.

Environment

People benefit from a clean, homely and secure environment. Standards of hygiene within the home are good. There is a cleaning checklist in place that care workers complete on a daily basis. The kitchen has been awarded a score of 4 by the food standards agency which indicates standards relating to food hygiene are good. The home is suitably decorated throughout and considers people's needs in relation to environmental stimulation. Substances hazardous to health are securely stored and restricted areas are only accessible to authorised personnel. There is a garden area to the rear of the building that is not currently being utilised. We discussed this with the manager who informed us there are plans to develop the space into a sensory garden for people's enjoyment.

There are measures in place to ensure environmental safety. Care workers complete regular scheduled checks around the building. We saw safety certificates for utilities such as gas, water and electricity are in place. There is a fire risk assessment and other fire safety features that include the ongoing maintenance of firefighting equipment and routine servicing of fire alarm and emergency lighting systems. Any defects within the home are reported to head office and actioned. An overall health and safety audit is completed to ensure the environment and its facilities are safe and in good working order.

Leadership and Management

Effective governance and quality assurance arrangements support the smooth operation of the service. There are policies and procedures in place that promote safe service delivery. We sampled a number of policies and procedures and found they are reviewed regularly and updated in accordance with legislation. Measures to review progression and develop the service are thorough. We saw documented evidence of RI visits to the home where areas such as environmental safety, people's care documentation and staffing arrangements have been analysed to inform improvements. We looked at the latest quality of care report which clearly highlights the services strengths and areas where it can develop.

Care workers feel supported and valued and are trained to meet the needs of the people they support. Records relating to training and development show the service is largely compliant with its training requirements. Care workers we spoke to provided complimentary feedback regarding the manager. One said, *"The manager is really good, always there. One of the best managers we've had here"*. Another said, *"The manager is good, she knows her stuff and is easy to talk to"*. We looked at records relating to supervision and appraisal and found care workers are receiving the required levels of formal support. Care workers confirmed this in discussions saying they receive supervision every three months.

A safe recruitment process ensures care workers are suitable to work in the social care sector. We looked at a number of personnel files and found the service conducts all of the necessary security and vetting checks. These checks include references from previous employers, employment history and Disclosure and Barring Service (DBS) checks. On commencement of employment new care workers have to complete a structured induction programme where their progress is monitored.

There is information available that sets out the homes aim's, values and services provided. We examined the statement of purpose and found it had recently been updated to detail the recent change of management and was on the whole reflective of the services provided. The user guide is informative and contains useful information such as how to raise a complaint and the availability of advocacy services. Both documents are available in a range of formats including easy read and audio.

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
16	The provider is not compliant with regulation 16(1). This is because personal plans have not been reviewed every three months as required.	New

Date Published 27/07/2022