



Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

Greenfield Bungalow

Ebbw Vale

Type of Inspection – Focused

Date of inspection – Thursday, 7 July 2016

Date of publication – Tuesday, 30 August 2016

Welsh Government © Crown copyright 2016.

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.

Summary

About the service

Greenfield Bungalow is registered with Care and Social Services Inspectorate (CSSIW) to provide accommodation and personal care for up to 3 people with a learning disability aged 18 years and over.

Cwm Care Limited is the registered provider and there is a nominated person to act on behalf of the company and oversee the service provided.

There is currently no registered manager for the home. CSSIW had confirmed voluntary cancellation of the registration of the previous manager with effect from 31 May 2015. The registered provider informed CSSIW on the 12 July 2016 that a person had been appointed as manager to manage the home with intention to register with CSSIW as the registered manager.

The home was fully occupied on the day of inspection.

The bungalow is situated at the end of a crescent in the small village of Beaufort, in Ebbw Vale.

What type of inspection was carried out?

We (CSSIW) carried out an unannounced inspection on the 7 July 2016. A review of data held by CSSIW about the service led us to undertake a focussed inspection which concentrated on the quality of life for people using the service. The inspection was completed as part of CSSIW annual programme of inspections.

Evidence to support this report was gathered from the following sources:-

- discussion with two people living at the home
- detailed examination of a service user care plan
- discussion with the acting manager and a care staff member
- review of staff training matrix
- examination of a Service User Guide and other guidance to inform people of the services provided at the home and local services
- review of revised Statement of Purpose dated July 2016
- review of a Quality Audit report dated January 2016

What does the service do well?

We found the service provides an environment in which people have choice, are respected and their independence and aspirations to develop new skills are promoted.

What has improved since the last inspection?

All recommendations for service improvement identified at the last inspection undertaken on 4 June 2015 had been actioned:-

- The home's Statement of Purpose in relation to complaints had been amended and a separate booklet had been made available to detail the home's Complaints and Concerns process.
- Staff basic training had been updated.
- A dual lock had been installed to the door of the communal bathroom to ensure privacy.

We also identified that a number of documents providing guidance of services provided by the home had been provided in a pictorial format. This promotes equal access by people experiencing a cognitive impairment who may have limited ability to read written guidance. For example care plan summaries. We saw that leaflets detailing some local services had also been made available in pictorial formats.

What needs to be done to improve the service?

We were notified on the 12 July 2016 by the registered provider of an appointment of a manager to manage the home. The registered provider is required to ensure in accordance with Section 11. (1) of the Care Standards Act 2000 that where an individual has been nominated to manage the home an application to register a manager must be submitted to CSSIW.

We found the service to be compliant with all other regulatory requirements of the Care Homes (Wales) regulations 2002 considered within the focus of this inspection.

No recommendations for service improvement were identified on this occasion.

Quality Of Life

Overall people can be confident of a warm, homely environment in which friendly and caring support is provided, and that staff have the necessary skills to meet needs required.

People living at the home can be assured that they are given choice in how they wish for their care to be provided and with all aspects of their daily living. We observed staff during the lunch time asking people their preferences for food being served. We spoke to a person living at the home who told us about having their bedroom redecorated in a colour of their choice. We saw daily care records to evidence that people were supported with attendance to the social activities and with personal errands they wished to undertake. A document entitled 'Things I need to Know' provided a pictorial guidance for people detailing key aspects of their care. For example who their keyworker was and in another example a programme of weekly activities. Pictorial images were also provided of events the person had enjoyed. The document provided evidence that people are consulted about how they wish for their care to be provided and that their views valued.

People living at the home can be confident that staff are informed of their needs and know how care must be provided. This is because we saw that written guidance was available which detailed the person's needs and how these were to be met. We saw that the guidance was person centred. For example where individual needs for support or care had been identified, information was also detailed of what the person could do for themselves, their aspirations and their personal goals of achievement. We also saw that where peoples needs may place them at risk of possible harm that a risk assessment had been completed and a plan agreed of how to reduce or avoid the risk. We found care plan guidance and associated documents to be filed in an orderly manner and it easy to locate information pertaining to the person's needs. There was evidence that every two months care plans were reviewed and updated. We also saw that an annual review had recently been undertaken by a local commissioning authority. This means that care guidance reflects people's current needs and that responsive care is provided.

People living at the home can be confident that care and support is provided to ensure that their health is maintained and that specialist support and treatment accessed when required. We saw records to evidence when people had been supported with visits to the G.P and other primary care services. For example dentist and chiropodist. We also saw that referrals to specialist services had been made and a review of assessed needs and risks undertaken when required. People also had access to a professional for specialist dietary advice and were being supported by staff at the home with a healthy eating programme, where agreed.

We saw comments from a relative had been documented which stated "very pleased with care arrangements, environment and the progress 'X' had made."

Quality Of Staffing

We did not consider the theme of quality of staffing on this occasion.

However, we found staff that we met with to be welcoming and friendly, and we observed staff to be caring and gentle when providing support to people living at the home.

This theme will be considered more fully at future inspection.

Quality Of Leadership and Management

People can be assured of effective leadership and management for the home. We were assisted at this inspection by the acting manager, who we found to be knowledgeable and understanding of both the needs of people living at the home and of staff providing the care. We found that there was a good level of presence to the home by the acting manager and that regular visits and oversight of the service provided was carried out by the registered provider. We found the manager to have a good insight and understanding of the regulatory requirements for providing the service and frequently referenced these. The acting manager confirmed their registration with the Care Council for Wales and recent achievement with required management qualification. The acting manager informed us of a pending interview for the role of manager to manage the home. We received written confirmation on the 12 July 2016 from the registered provider that the acting manager had been appointed as manager for the home and would with immediate effect undertake the role of manager for the home with intention to register with CSSIW as the registered manager.

This theme will be considered in greater detail at future inspection.

Quality Of The Environment

This was a focussed inspection and we did not consider the quality of environment on this occasion.

We found a safe and homely environment was provided in which people could feel safe and live comfortably.

This theme may be considered at future inspections.

How we inspect and report on services

We conduct two types of inspection; baseline and focused. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focused inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focused inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focused inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by telephoning your local CSSIW regional office.