



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru
Care and Social Services Inspectorate Wales

Inspection Report on

The Acorns

Nantyglo

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Description of the service

The Acorns is a domestic residence owned by Cwm Care Limited in Nantyglo. It is registered with Care and Social Services Inspectorate Wales (CSSIW) to provide personal care and accommodation for three adults, over 18 years with a learning disability. The company has nominated a responsible individual to oversee its management. The home has been without a registered manager since May 2015, since which time arrangements have been in place for its operation.

Summary of our findings

1. Overall assessment

People have lived at the home for a considerable time. They are supported to maximise their independence and do things that matter to them. Residents are assisted by familiar staff who know them well. The home promotes a positive ethos where residents feel valued. We saw areas of consistent good practice supported by effective quality assurance. The home is comfortable, safe and clean.

2. Improvements

The manager assigned with the daily running of the home has submitted an application to register with CSSIW.

3. Requirements and recommendations

Section three of the report sets out the recommendations to improve the service. These are in relation to people's care documentation, strengthening staff recruitment practices and the service's position regarding an "active offer" in relation to the Welsh language.

1. Well-being

Summary

Residents said they are “*happy*” living at the home. Daily routines are flexible to accommodate their individual lives. We saw a resident was comfortable with staff and their surroundings. People’s human and legal rights are respected and safeguarded at the home.

Our findings

People are supported to make choices about their daily lives. We examined two residents’ care documents and found their daily routines were flexible to meet their individual lifestyles. The residents attend education, training and employment activities. We saw people are encouraged to maximise their independence by risk taking. Individual risk assessments support participation in daily living skills and general household chores which promotes their personal development. This indicates that people are supported to do things that matter to them.

Residents have choice in the activities and hobbies they pursue. We examined people’s activity timetables which showed they participated in a range of activities ranging from arts and crafts to attending clubs and societies. This enabled residents to meet with people with similar interests and friends on a regular basis. People were supported to maintain relationships with their family. We viewed minutes of a residents’ meeting which showed that people have opportunities to plan trips and events such as visiting the theatre, going on day trips and holidays. Two of the residents said they were “*happy*” both with staff and living at the home. This shows people are involved, participate and feel valued.

People are safe because they receive proactive, preventative care and support and their needs are anticipated. We looked at two residents’ care documentation. People were supported with their healthcare needs in accordance with likes and preferences. We found individual care plans contained sufficient information to direct staff to support people with all aspects of care. However, we found some of the information was out of date and required archiving. This included a care plan written by the local authority. We discussed the need for each individual’s information to be reflective of their current needs to ensure consistent care delivery. The manager assured us this would be addressed as a priority.

People are encouraged and supported by staff to make choices about their health and lifestyle. One resident is supported to manage their individual behaviour/s by the use of regular talk time with staff. Another resident was being assisted to compile a booklet or scrapbook known as “I need to know”. This identified the things that matters to the individual, what they have done, achieved over a period of time. We were told the resident took the book to a recent healthcare review which helped reduce their anxiety about the appointment. Residents attend healthcare appointments to manage their needs e.g. dentists, chiropodists and opticians. There was evidence of timely referrals to professionals when needed. We saw people received on-going support from specialist nurses and a dietician to support their health and wellbeing. Each person had a health passport. This provides valuable information about the person and accompanies them should they need to visit hospital for treatment. This demonstrates people experience responsive care and are supported to be as healthy as they can be.

People who need it are not fully able to receive their care in Welsh (active offer). We saw that the home's statement of purpose can be offered to prospective residents in the Welsh language. This means key information about the home can be provided through the Welsh medium. However the manager acknowledged that consistent care delivery for residents through the Welsh language was not possible at this time.

People are supported by staff who understand and have a working knowledge of Deprivation of Liberty Safeguards (DoLS) and The Mental Capacity Act 2005. Examination of one resident's documents showed an appropriate application had been made to safeguard their rights. We saw the home's training matrix which demonstrated staff had receiving training in these areas. This indicates people's human and legal rights are respected and safeguarded at the home.

2. Leadership and Management

Summary

People who live at the home benefit from staff who know them well. The vision, values and purpose of the service are clear and actively implemented. We found residents' views are considered in self-monitoring, review and development of the service.

Our findings

People are aware of the lines of accountability and the manager is visible and approachable. Since our last inspection to the home, the manager appointed to carry out the day to day operations had submitted an application to register with CSSIW. They split their time managing a second similar home in the organisation. The manager was well known to staff and residents having worked with them for a considerable time. We found the manager promotes a positive ethos where people are valued.

People are mostly supported by an experienced and long standing staff team. Since our last visit to the home two new staff members had been recruited to the staff team. We examined the newly appointed staff member files. We saw employment checks to ensure the suitability of staff employed in the home to be in place. We found that proof of identity, criminal record checks and references had been obtained although; we felt additional employment checks should be carried out. This would strengthen the homes recruitment practices which serve to safeguard people. We discussed our findings with the manager and have included the checks in the form of authenticating references and gaining full dates of employment for prospective staff in the recommendations section of the report.

People benefit from staff who are trained and supported to perform their role. The newly appointed members of staff had completed an induction based on the Social Care Induction Framework. This links with the home's three month probationary period. Following the appointment of the additional staff a workshop was set up with specialist nurses to manage one resident's specific health needs. This will ensure the person will receive a consistent approach to their care delivery.

We viewed the homes training matrix which evidenced staff receive on-going training to update their existing skills and knowledge. The deputy manager had received training to supervise and appraise staff. We saw evidence that regular 1:1 supervision sessions had taken place. This led us to conclude the service has a proactive approach to the learning and development of staff and ensures training is relevant to the individual needs of the people they support.

There is a commitment to and evidence of systems in place to assess the quality of the service in relation to outcomes for people. We viewed the last 'three monthly' report compiled following a visit to the home by the responsible individual. We found this formed part of quality monitoring which involved consultation with residents and staff in order to measure success in achieving aims in accordance with the home's statement of purpose. Comments from residents included that they *"liked all staff"* and *"X finds the home very comfortable."* We were told the home's annual satisfaction survey which obtains views of the service from residents, staff and professionals had been completed and a report was

being compiled. This shows residents contribute to the development and improvement of the service.

3. Improvements required and recommended following this inspection

3.1 Areas of non compliance from previous inspections

At the last inspection there was no registered manager at the home. The manager has since submitted an application to register with CSSIW.

Staff information was being stored at alternative accommodation. This has now been rectified and is being appropriately kept at the home.

3.2 Areas of non compliance identified at this inspection

None

3.3 Recommendations for improvement

The following are recommended areas of improvement to promote positive outcomes for people:

- We found Information in people's care plans and risk assessments should be reflective of each individuals current needs;
- Recruitment practices need to be strengthened by ensuring the applicants previous employment history includes the month and year of employment and references are authenticated to ensure their validity;
- The homes statement of purpose needs to reflect the "active offer" in relation to meeting the needs of prospective Welsh speakers.

4. How we undertook this inspection

This was a focused inspection undertaken as part of our annual inspection programme. We made an unannounced visit to the home on 31 January 2017 between 09:30 and 14:00 hours which considered the experiences of people who live at the home. The following methods were used:

- We spoke with members of staff which included the manager, the deputy manager and a carer;
- We looked at two residents' care files;
- We looked at two staff files;
- We looked at the report following a visit from the responsible individual to the home in December 2016;
- We looked at the home's staff training matrix which evidenced training that had been completed;
- We looked at minutes of residents' (January 2016) and staff (November 2016) meetings;
- We looked at a sample of audits which included an environmental audit (December 2016).

Further information about what we do can be found on our website www.cssiw.org.uk

About the service

Type of care provided	Adult Care Home - Younger
Registered Person	Cwm Care Ltd
Registered Manager	Vacant
Registered maximum number of places	3
Date of previous CSSIW inspection	10/12/2015
Dates of this Inspection visit(s)	31/01/2017
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	No
Additional Information:	