



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

Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

Sonael

Ebbw Vale

Type of Inspection – Baseline

Date of inspection – Wednesday, 20 January 2016

Date of publication – 25 February 2016

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Summary

About the service

Sonael is registered with Care and Social Services Inspectorate Wales (CSSIW) to provide accommodation to four people with a learning disability who require personal care and are over the age of 18 years. The home is owned by Cwm Care Limited. A nominated person acts as the registered individual (RI) to oversee the home. Ryan Williams is the registered manager. The home is in Beaufort, Ebbw Vale.

What type of inspection was carried out?

We (CSSIW) visited the home on an unannounced basis and carried out a baseline inspection as part of CSSIW's annual schedule. The inspection process considered all four quality themes.

Information contained in this report was gathered from:

- speaking with residents and staff
- looking at 2 resident's care documents
- our observations of the interactions between staff and residents
- looking at a copy of the home's Statement of Purpose (2015)
- consideration of the homes health and safety file which included maintenance certificates (Gas, Electricity, PAT testing, Fire safety logbook, Fire Evacuation plan, CoSHH assessment, Riddor assessment and the homes Accident book)
- consideration of an independent pharmacy audit conducted in September 2015
- looking at copies of minutes of the last resident meeting and staff meeting (December 2015)
- our general observations of the environment.

Following our visit the registered manager supplied supplementary information. This included; copies of the home's Quality audit report (2016), the organisations staff survey, three monthly visit to the home by RI (December 2015), one service user's interview as part of the RI's visit to the home (December 2015), environmental audit of the home (December 2015).

What does the service do well?

We saw numerous examples of positive interactions between residents and staff which demonstrated that people were familiar with staff and comfortable with them providing support and assistance.

What has improved since the last inspection?

- We found the high standard of care at the home had been maintained.
- Pictorial menu plans were in use to assist people to choose their meals.

What needs to be done to improve the service?

We found the service to be compliant with the regulations considered at this inspection. However we identified areas of improvement:

Service user plans for residents over 65 years of age should be reviewed once a month as a minimum.

Regular reviews of residents individual PEEP (Personal Evacuation Plans) needed to be

conducted to ensure they remained valid.

Storage of items such as personal toiletries and towels in bathrooms should be reviewed to make sure they are not routinely kept on display for general use and on the floor. This is to reduce hazards linked with infection control and slips, trips and falls.

Quality Of Life

Overall, residents continue to enjoy a good standard of care and wellbeing. From our observations and the documentary evidence viewed we found people had choice over their daily lives. We saw people are treated with dignity and respect by relaxed, friendly and caring staff.

People are active, positively occupied and stimulated. Individual activity timetables were in use which considered the individual needs, likes and preferences of residents. We examined a general activity plan which demonstrated residents took part in a range of activities. During our visit, we saw residents were actively engaged. We saw minutes of resident meetings which demonstrated they are consulted about events/activities. One resident showed us numerous photographs of the previous holidays they had enjoyed, trips out, parties and celebration cakes made for residents birthdays, family, friends and the cherished cat. We were told trips to the theatre were being planned for two of the residents.

Resident's health is promoted. We examined 2 resident's service user care plan's and found they contained the necessary detail to direct staff however; people's care delivery would benefit from being more person centred and reflective of their likes and preferences. We discussed our findings with the registered manager who intends to write each plan from a resident's perspective. This would promote individual choices and demonstrate the flexibility of the service to meet each persons need. We saw that service user plans were reviewed six monthly or in line with a change in the persons need. We pointed out that residents over the age of 65years should receive monthly reviews and have highlighted this as an area of improvement. We were assured this would be given attention.

Examination of care documentation indicated residents are supported to use community health care services for example; dentists and opticians. We saw residents had been referred to the appropriate medical professionals (GP, learning disability nurses, dieticians etc.) as necessary. My "hospital passport" had been produced for each resident to assist the person and relevant health professionals if and when any hospital treatment is required. This provides individual information about the person's communication skills, likes and dislikes and any other key information which can reduce anxiety and distress for the individual during a difficult time.

People's rights are protected. The service had considered the additional needs of a resident due to ageing. We saw that appropriate action had been taken following an increase in the person's need. We examined a Deprivation of Liberty Safeguards (Dols) application which was made to the local authority to continue to support the resident to live at the home.

People enjoy positive relationships and a sense of belonging with others. Observations throughout our visit indicated people were settled and relaxed with one another. We saw staff speak to residents in a respectful and sensitive manner throughout. We saw one resident was affectionate to the staff members giving them hugs and kisses when they returned from a shopping trip. We were introduced to the cat "Smokey" by a resident and saw they were an integral part of the home. We saw people (residents and staff) smiling and laughing with each other when talking about their day. We concluded the residents related well to each other and the staff who support them.

Quality Of Staffing

People are supported by long standing, experienced and familiar staff who make up an effective team.

Residents are supported and protected by robust recruitment practices. The registered manager informed us that no new staff had been employed at the home since our last inspection (March 2015). We found the recruitment policies and procedures were thorough and provided a process to ensure suitably fit persons were appointed to provide care which safeguarded residents.

Residents can feel confident that they will receive care and attention from a trained staff team who are positive about their work. The employment of long standing staff provided residents with familiar people to support them and provide stability. We looked at the homes staff training matrix which listed the training completed by staff. It indicated staff had received mandatory training to ensure the health, safety and welfare of residents in manual handling, food hygiene, first aid and infection control. We saw staff receive additional training to meet people's individual needs for example with their communication and positive behaviour management. It further evidenced the majority of staff had completed an accredited care qualification. Staff told us they had attended a training day, earlier this month, to refresh their skills and knowledge to support them to perform their role.

Staff told us they were provided with a regular opportunity for supervision to discuss the residents, service provision and their training and development needs. They reported that regular staff meetings are held to inform staff about residents and the home. The National Minimum Standards for People for Younger Adults recognise the benefits for residents from supported and supervised staff.

Quality Of Leadership and Management

People can be confident that they are safe because the service is well run.

The registered manager is experienced and dually registered with the Care Council for Wales and CSSIW. Staff told us that the registered manager was visible and approachable. Staff also commented that they worked well as a team and staff morale at the home was good. We found the registered manager was familiar to the service users and demonstrated an awareness of their individual needs. The residents knew who was in charge of the home. One person took me to the photographs of the staff team displayed in the entrance hall and pointed out the manager and the staff on duty. They indicated by pointing to every photograph in turn by "smiling" and "putting their thumb up" that they liked each member of staff.

People can be assured the service has systems and processes in place to audit the quality of care provided. The last report conducted by the responsible individual following their visit to the home was unavailable. This is where the registered provider, or suitable person, visits the home at least every three months, and produces a report of their findings. The purpose of these reports is to assess the quality of care provision, guide the operation of the home and identify improvements. Documentation was received following our inspection which demonstrated visits were being conducted as required.

We saw that residents are actively involved in defining and measuring the quality of care which included resident's satisfaction questionnaires and meetings. An annual satisfaction survey is conducted which seeks views from residents, families and any other involved persons. The homes quality report had highlighted the difficulties experienced in gaining people's views because of the increasing ages of the residents and their relatives. However, a copy of an interview with one of the residents conducted as part of the quality report demonstrated on-going consultation about the home and the services provided. During our visit, we saw documentary evidence to show residents participated in meetings about the running of the home and planning of leisure interests and holidays.

People can be confident the provider will respond positively to critical incidents. We saw a number of accident reports had been completed for one resident. This involved the person experiencing minor slips and trips around the home. The registered manager had been proactive by making the necessary appointments for the resident to have footwear reviewed. No injuries were sustained at this time.

Quality Of The Environment

People live in a safe, homely and comfortable environment.

From our observations, we found the home to be clean and free from odours. The premises are suited for their intended purpose, accessible and well maintained. Adaptions have been made at the home to ensure residents have the necessary equipment they require to meet their personal care needs. The property is in keeping with the local community. We were told people's wellbeing is enhanced by having access to a garden. The registered manager told us the residents were looking forward to planting flowers and vegetables.

Residents own rooms suit their needs and lifestyles and promoted their independence. We visited people's rooms, with permission and saw they were decorated according to individual choice and preferences. They contained personal possessions and displayed cherished photographs. They also provided space and facilities for people to pursue their chosen leisure interests and or spend time alone. We saw that one resident was sat comfortably watching a DVD in their room.

Residents can be satisfied that the home is safe to meet their needs. Daily cleaning schedules evidenced residents live in a clean home. We viewed certificates which demonstrated satisfactory arrangements were in place for the maintenance of the building and equipment. The company commissioned the services of fire contractors to maintain the homes fire alarm system. The local authority Environmental Health awarded the home with a food hygiene rating of 5. This means staff use safe food handling practices in all food preparation.

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.

