



# Inspection Report on

**Sonael Bungalow**

**EBBW VALE**

**Date Inspection Completed**

16/10/2019

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## **Description of the service**

Sonael is located in Ebbw Vale and provides care and accommodation for four people with a learning disability who are over the age of 18 years.

The home is owned and operated by Cwm Care Limited. The home has a nominated responsible individual (RI) who has overall responsibility of the service and a manager who oversees the day to day running of the service. The manager is registered with Social Care Wales.

## **Summary of our findings**

### **1. Overall assessment**

People living at Sonael appear happy, well cared for and content. Staff at the service are experienced and have a good understanding of the needs of the people they care for.

Management within the home was effective and committed to making continual improvements to the service.

People were accommodated in a clean, warm and welcoming environment, but some minor improvements to the environment are required.

### **2. Improvements**

- Care documentation is reviewed when required and within required timescales.
- All gaps in employment are completed.
- Improvements have been made to quality assurance monitoring.

### **3. Requirements and recommendations**

Section five of this report sets out areas where recommendations for improvement are required. These include:

- Maintenance of building.
- Bathroom environment.
- Safeguarding policy.
- Supervisions of staff.
- Ensuring DOLS applications are in place.

# 1. Well-being

## Our findings

People can be assured that their individual circumstances are considered.

We saw evidence that people are treated as individuals by staff who have a clear understanding of their needs. We viewed care documentation which was person centred and clearly highlighted personal preferences, likes and dislikes of the person being cared for. We discussed food choices within the home and were told that people were free to choose what they wanted to eat and where they wanted to eat it.

We spoke to the RI at length and were satisfied that they had a good understanding of the legal requirements in regard to the role, we saw that quality assurance monitoring was taking place appropriately and were told that the RI is visible within the service and supportive.

We saw that the home had appropriate policies and procedures in place to ensure the smooth running of the home, but we noted that there was a lack of systems in place to monitor Deprivation of Liberty Safeguards (DOLS) applications and authorisations for people who lack capacity to make decisions in regard to their care and accommodation. We conclude that people are supported to have control over their lives.

People can be assured that they can do things that make them happy and healthy.

People we spoke with were positive about Sonael and the care they received. We saw that routines within the home were individual, with some people receiving full support while others were supported to be independent with tasks. People chose what social activities they undertook and were supported to fulfil their social needs according to their preferences.

We saw staffing levels were appropriate to meet the needs of people using the service, and staff had a good understanding of the needs of the people they cared for. We witnessed staff providing care with dignity and respect whilst showing care and compassion. We viewed a selection of care files and saw that they were thorough and robust and included detailed information in regard to the needs of the person being cared for, and had been regularly reviewed and updated. We saw that referrals had been made to external professionals and services in a timely manner and advice and guidance was followed. We viewed the medication storage and administration and found them to be safe and robust, with people receiving their medication as and when required.

People we spoke with were complimentary about the service and the care they received. We conclude that people physical and emotional needs are met appropriately.

People are safe and protected from abuse and neglect.

Sonael is a secure home which is locked and allows authorised access only. We saw the environment was safe and promoted well-being of people using the service, but we did advise that some clutter in bathrooms be cleared and hygiene products stored in individual rooms.

We saw that all staff had received safeguarding training and understood how to keep vulnerable people safe. The home had a safeguarding policy in place which was outdated, but we were aware that the provider had updated this policy. Therefore, we recommended Sonael received the updated policy and the manager and staff familiarised themselves with this. We conclude that people are safe from harm.

## 2. Care and Support

### Our findings

People can be assured that they get the care as early as possible.

We examined the care files of two people using the service and found them to be thorough, robust and reflective of the person receiving care. We saw personal plans were reviewed regularly and updated when required. We saw that referrals were made to external agencies and any guidance or recommendations was reflected in the personal plan and followed appropriately.

We found staffing levels at the home were sufficient to meet the needs of people using the service, and were in line with those set out in the statement of purpose. We viewed practices within the home and saw staff providing care with dignity and respect with clear knowledge of the needs of the people they cared for. One person we spoke with told us that they were suffering with the flu and that staff had wrapped them up in extra blankets and were bringing them hot drinks. The person said "*they look after me*". We also spoke to a visiting family member who spoke positively about the care their relative received. We were told that the family visit regularly and had never had any reason to make a complaint to the service.

We examined the medication storage and administration and found this to be safe and robust. We saw that medication was stored safely and all Medication Administration Record (MAR) charts contained a picture of the person receiving the medication, and had been completed correctly with no gaps.

We saw evidence that people's social needs were met according to their personal preferences. We saw within care files that social activity preferences were recorded and people had individual activity plans in place. We were told that people were encouraged to participate in household activities, and we saw two residents had accompanied staff to complete the weekly shopping and assisted to put the food away.

We conclude that people's well-being is promoted by the care they receive.

People can be confident that their individual circumstances are considered.

We saw that all people had their own personal routines and chose when to get up in the morning, when to go to bed at night and how they spent time in between. All care documentation examined was person centred and individual to the person being cared for. We saw that people decided where to spend their time, whether it be in their own rooms or communally with other people.

Staff we spoke with had a good understanding of the needs of the people they cared for and were committed to promoting independence. We saw staff providing full physical support to some people, while offering guidance and verbal support to others. On the day of inspection a resident was celebrating their birthday and staff had decorated the home with banners to mark the occasion and were making it a special day for the resident.

We observed people being given choice in regard to what they ate and drank, with clear documentation in place highlighting peoples likes and dislikes. We were told people always had choice in regard to meals and were free to eat their meals privately or communally, depending on preference.

We conclude that people are encouraged to have autonomy over their own lives.

### 3. Environment

#### Our findings

People can be assured that they live in an environment that meets their needs.

Sonael is a two storey residential building that accommodates up to four people. We found the environment to be warm, welcoming and homely but noted the service would benefit from some cosmetic redecoration in places. No Malodour was detected.

Sonael benefited from spacious communal areas including a large lounge, kitchen dining area and a conservatory which people were free to use as they wish. People had access to ample bathrooms and toilets within the home, but we did see that a window lock was broken in the downstairs bathroom and there was some clutter within the bathroom, as well as resident's hygiene products. We discussed this with the manager and RI on the day of inspection and were given assurances that these issues would be addressed as soon as possible.

People were cared for in single rooms and were encouraged to make the rooms as personal as possible. One person invited us to view their room, which was warm, clean and personal. The person showed us their personal belongings within the room such as photographs and ornaments, and told us "*I love my room*".

We conclude that people live in a home that promotes their well-being.

People live in a safe environment.

Sonael is a locked facility which allows authorised access only. On arrival we were asked for identification and to sign the visitor's book before we were authorised access. We saw the home was generally clutter free and had appropriate flooring for use of wheelchairs and walking aids. We saw that all windows had appropriate restrictors in place and all harmful chemicals were locked away safely and securely.

We saw that all residents had a Personal Emergency Evacuation Plan (PEEP) in place, which is a plan on how people should be evacuated in the event of an emergency or a fire. We viewed the maintenance file and found it to be in a good organised manner, and so we were able to see that gas and electricity safety testing was up to date and all serviceable equipment had been serviced appropriately. We saw that all residents had access to equipment needed to maintain their safety and independence at all times.

We conclude that people's safety is maintained within the environment.

## 4. Leadership and Management

### Our findings

People benefit from the leadership and management arrangements.

Sonael benefited from a manager who is registered with Social Care Wales and an RI who had good oversight of the service. We spoke to the RI at length during inspection and were satisfied that they understood their legal requirements in regard to the role of RI. We saw evidence that quarterly RI visits are being completed along with six monthly quality assurance monitoring of the service. The manager told us that *“the RI is very supportive, he is at the service regularly”*.

We viewed a selection of policies and procedures within the home and found them thorough and robust, but we noted that Sonael was not using the updated version of the providers safeguarding policy. We were advised that the RI would send this to the service as a matter of urgency and the manager would ensure all staff were familiar with it. We saw evidence within care files that some DOLS applications had been made in the past, but we could not find any evidence or record any further applications and or authorisations. DOLS authorisations are extremely important documents as they safeguard people who cannot make decisions in regard to their care and accommodation. It is a legal requirement that the home make these applications and monitor authorisations.. We were given assurances that the manager would contact the DOLS team as a matter of urgency to gain the DOLS status of all residents and make any applications that have not been made. We were also assured that a DOLS file would be created for all applications and authorisations to be kept and monitored.

We conclude that leadership and management is effective.

People can be assured they are supported by people who are safely recruited.

We examined a selection of staff personnel files and found them to contain all required information including identification and a full employment history. We saw that pre-employment checks including references and Disclosure and Barring Service (DBS) certificates were applied for before employment was offered. These checks are important as they determine the suitability of a person to work with vulnerable people. We saw there was a system in place to ensure that DBS certificates were renewed every three years.

We examined the staff training matrix, which was under the review and saw staff had either completed required training or were booked on up and coming courses. Staff we spoke with told us they get regular training and one person said *“we are always on training”*.

We examined the supervision matrix and saw some supervisions were slightly overdue. We were told by the manager that they were in the process of changing the supervision system and were aware that some were overdue and would be addressing the issue as a priority.

Staff we spoke with told us they felt well supported and received regular supervision from the manager. One person told us *“the manager and RI are brilliant, they are always available and you can go to them with anything”*.

We conclude that staff are well trained and supported.

## **5. Improvements required and recommended following this inspection**

### **5.1 Areas of non compliance from previous inspections**

No areas of non-compliance identified at the previous inspection.

### **5.2 Recommendations for improvement**

- The broken bathroom window lock to be replaced.
- Bathroom to be de-cluttered and products to be stored in individual rooms.
- Home to contain updated safeguarding policy and share this with all staff.
- Ensure staff supervisions are completed in a timely manner.
- Ensuring DOLS applications are in place.

## 6. How we undertook this inspection

This was a full inspection undertaken as part of our annual inspection programme. We also received some concerns which formed part of our inspection. An unannounced visit was made to the home on 16 October 2019. We arrived at 1:45pm and left 3:30pm.

The following regulations were considered as part of the inspection:

- The regulated services (Service providers and Responsible Individuals) (Wales) Regulations 2017.

The following methods were used:

- Discussion with two residents.
- Discussion with three staff members.
- Discussion with a visiting family member.
- Observations of the daily routines and care practices at the home.
- Observation of interaction between residents and between residents and staff.
- Discussion with the manager and responsible individual.
- Tour of the building.
- Examination of three staff file
- Examination of care documentation for two residents.
- Viewing a selection of policies and procedures.
- Viewing of the maintenance file.
- Viewing of medication administration processes.





## About the service

Type of care provided	Care Home Service
Service Provider	Cwm Care Limited
Responsible individual	Benedict Musa
Registered maximum number of places	4
Date of previous Care Inspectorate Wales inspection	19/10/2018
Dates of this Inspection visit(s)	16/10/2019
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people who use, or intend to use their service. We recommend that the service provider considers Welsh Government's ' <i>More Than Just Words follow on strategic guidance for Welsh language in social care</i> '.
Additional Information:	

Date Published 09/12/2019

No noncompliance records found in Open status.