



Inspection Report on

Westwood Drive

Treharris

Date Inspection Completed

24/01/2024

Welsh Government © Crown copyright 2024.

*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 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	04th July 2022
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

Westwood Drive provides an excellent level of care and support for the people who reside there. There is a small team of care workers who provide good continuity of care and know people's needs well. Care documentation is clear and concise describing the best ways of supporting people to achieve their outcomes. Risk assessments are produced using a strengths-based approach enabling people to experience positive risk taking whilst remaining safe. Care documentation is regularly reviewed to ensure it remains current. People have access to a range of activities suited to their needs and are encouraged to do the things they want to do.

Care workers feel supported and valued by the management team and enjoy working at the service. A programme of ongoing training is provided relevant to the needs of supported people. Care workers are safely recruited to ensure they are safe to work with vulnerable people. There are good governance and quality assurance systems. The quality of care provided is routinely reviewed by the Responsible Individual (RI) who visits the service regularly.

The environment is maintained to a good standard. There is an ongoing programme of maintenance and repair which ensures the environment, its facilities and equipment are safe.

Well-being

People are treated with dignity and respect and are supported to do the things that matter to them. Detailed care plans and risk assessments are produced using a strengths-based approach which allows people to maintain as much independence as possible. Specialist plans are in place to support people whose behaviours have been assessed as being challenging. Regular resident meetings are held where people are encouraged to voice their opinions. People told us they are happy living at the service and are complimentary of the care workers who provide their care and support.

There are measures in place helping to protect people from harm and abuse. Policies and procedures underpin safe practice and can guide staff on how to report a safeguarding concern. Care workers receive relevant training and understand their safeguarding responsibilities. The recruitment process is robust ensuring care workers have the right skills and qualities needed for supporting vulnerable people. Routine audits help to highlight and address areas of concern. Risks to people's health and safety are thoroughly assessed with management plans in place aimed to keep people safe.

The service works closely with health and social care professionals. This means people get the right care at the right time. Care workers refer any concerns to the appropriate professional and follow guidance given. Personal plans contain monitoring tools which care workers use to keep an eye on people's overall health and well-being. There are effective infection control measures in place helping to reduce the risks of cross contamination. Medication management is safe. Medication is administered in line with the prescribers' recommendations and is safely stored.

People are supported in an environment which supports their well-being. The home is suitably furnished and decorated throughout. Communal areas are homely and welcoming. People can personalise their surroundings in line with their preferences. Good standards of cleanliness and hygiene are maintained by care workers who follow daily cleaning routines. Regular health and safety audits help to identify potential hazards. The environment, it's facilities and equipment are subject to an on-going programme of maintenance and repair to ensure they remain safe.

Care and Support

People are supported to do the things they enjoy. We saw people have access to an extensive range of activities which are tailored to their needs. These activities are held in the home and in the wider community. Activities include domestic tasks as well as leisure pursuits. Each activity undertaken is monitored to ensure the person is benefitting from it. We saw evidence people access activities such as cycling which benefits their physical health and other activities where learning opportunities are provided. Highly effective levels of support are provided to enable people to lead a fulfilling active lifestyle.

People's care and support needs are documented in their personal plans. Personal plans are produced to a very high standard and contain information which is highly effective in helping to manage people's care and support needs. Personal plans set out the level of care and support people require giving clear guidance for care workers to follow. Risks to people's health and safety are thoroughly assessed. The benefits of taking risks are also considered to ensure people can experience positive risk taking. Specialist plans are present to guide care workers in the management of behaviours which are considered challenging. Other specialist plans include Communication Passports which have been devised to ensure communication between people and care workers is coherent. Personal plans are frequently reviewed to ensure they remain relevant. An annual multi-disciplinary team (MDT) review is also completed where all aspects of the persons care and support package are considered.

People are supported to be as healthy as they can be. Care workers have access to detailed information about people's health needs. They can recognise changes in people's presentation and report to the relevant professional for support or advice. We saw documented evidence showing people are supported to attend routine appointments and evidence showing people have access to ongoing support from professionals such as Psychiatrists and specialist nurses. Medication management arrangements are safe. Medication is securely stored and administered as directed. Care workers receive medication training and there is a medication policy aligned with best practice guidance. Infection control measures are robust. Care workers have access to a plentiful supply of personal protective equipment, there is an infection control policy and care workers receive relevant training. We did not identify any infection control concerns on the day of our inspection.

Environment

People are supported in a well-maintained, comfortable, and clean environment. Communal areas are appropriately furnished and decorated. We observed people in communal areas on the day of our inspection. They appeared to be comfortable and relaxed, this suggesting they are pleased with the environment. Bathroom facilities are clean and well presented. The kitchen has been awarded a score of 3 by the Food Standards Agency which means standards of hygiene are acceptable. Care workers have access to an office space where confidential information and medication is securely stored. There is a garden to the rear of the building with seating available. People can utilise this space if they wish to do so. People are safe from unauthorised access. There is a sign in/out system in operation which is used for each person visiting the service.

There is an ongoing programme of maintenance and repair which ensures the environment, its facilities and equipment are safe. We viewed safety certification for fire safety features and utilities such as gas, electricity, and water. All certification we viewed is in date. Care workers complete regular checks to ensure equipment and facilities are in good working order. The service also completes an annual health and safety audit. Records show the service scored 100% at the last health and safety audit. Standards of cleanliness and hygiene throughout the home are good. We saw care workers follow a daily cleaning schedule to ensure standards are maintained.

Leadership and Management

Care workers receive the required levels of formal support. Every three months care workers meet with the manager for a supervision session. These sessions are used to discuss things like operational matters, or any concerns care workers may have. On an annual basis care workers have an appraisal. This is done so care workers can reflect on their performance and set development goals. Care workers we spoke to told us they feel supported in their roles and provided positive feedback regarding the manager saying they are “supportive”, “*approachable*” and “*understanding*”.

Purposeful training and development opportunities equip care workers with the skills necessary for providing high quality care and support. Care workers told us the standard of the training provided is good. We looked at the services training statistics and found it is 99% compliant with its training requirements. We saw care workers receive training relevant to the needs of the people they support. We also saw care workers are encouraged to complete recognised qualifications in health and social care. All care workers working at the service are registered with Social Care Wales (the workforce regulator). This is done to ensure care workers are in receipt of the qualifications needed to work in the care sector.

Robust quality assurance and governance measures help the service run smoothly. The manager completes monthly audits to identify and address any issues. We saw evidence the RI visits the service regularly to maintain good oversight of service provision. On a six-monthly basis the quality of care provided is reviewed. We looked at the latest quality of care report which details the services strengths and highlights areas where the service can improve. There are policies and procedures in place supporting safe service delivery. We looked at a cross section of the services policies and procedures and found they are kept under review and updated when necessary.

The Statement of Purpose and Service User Guide set out the services aims and objectives as well as providing information about things like the environment and staffing arrangements. We found both documents are regularly reviewed and are reflective of the services provided. Both documents are available in a range of formats including easy read. This is to ensure the information is accessible to people living at the service.

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
------------	---------	--------

N/A	No non-compliance of this type was identified at this inspection	N/A
-----	--	-----

Was this report helpful?

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- [Inspection report survey](#)

If you wish to provide general feedback about a service, please visit our [Feedback surveys page](#).

Date Published 13/02/2024