



Inspection Report on

Fairview House and White Cottage

**99 Brithweunydd Road
Tonypany
CF40 2UF**

Date Inspection Completed

18/05/2023

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About Fairview House and White Cottage

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Values in Care Ltd
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	26 November 2021
Does this service provide the Welsh Language active offer?	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

Fairview House provides person-centred care to support people to live in the community. We saw people settled and at ease in their environment, and relatives told us they are very satisfied with the support people receive. Care staff are encouraging and respectful and enjoy working for people at the home. Individualised care and the promotion of choice and positive risk-taking help enhance people's well-being. The service has systems to ensure care and support is of a good standard. People benefit from detailed and current personal plans, which are reviewed regularly. Policies and procedures are in place to help protect people from harm or abuse. The service is well-managed, has good auditing systems, and meets the legal requirements in relation to Responsible Individual (RI) visits and quality of care reviews. The environment is clean, comfortable, and well-presented. Care staff are recruited following robust recruitment checks, receive regular supervision and training, and feel supported in their work.

Well-being

Fairview House supports people to have control over their day-to-day lives and do the things that matter to them. Personal plans consider people's needs, interests, and preferences. Staff know people well and respect and promote choice. Robust risk assessments are in place to promote positive risk taking. Care and support is person-centred, with people treated with dignity and respect. Cultural sensitivities are respected and promoted. We spoke to people who told us they "*like it here*". People's families told us the service "*does a lot very well*", they "*really care*", and it is an "*exceptional service*". Friends and relatives can visit when they wish. People are offered regular opportunities to take part in activities and to access the community, with several people on a day out at a tourist destination during the inspection. People have individual activity plans, which include activities in the home and the community.

People are supported to be as healthy as they can by getting the right care at the right time. The home liaises with external health professionals to refer any concerns and follows appropriate guidance. Meal options are balanced and offer variety. The home has a sufficient supply of personal protective equipment (PPE), with infection control measures in place and in line with its policy. We saw the management of medication is safe and in line with the medication policy.

People live in an environment that supports them to achieve their well-being. Fairview House is a converted house that supports people who have a learning disability and / or autism and their associated needs, with White Cottage being an adjoining single person annex. Bedrooms are comfortable and personalised. The home is embedded in the community and close to local facilities and amenities. We saw people were relaxed and comfortable in their environment. People told us they like living there. The home was clean, well-presented, and well-maintained.

There are systems in place to help protect people from abuse and harm. Ongoing training ensures care staff are sufficiently skilled. Policies and procedures support good practice. Care staff report they feel confident if they raise an issue with the manager, it would be responded to. Recruitment is robust, and regular supervision supports continued development. Incidents and accidents are logged, and appropriate actions taken by the service. Ongoing quality assurance audits ensure systems remain effective and improvements are identified and addressed. The service is proactive in identifying potential risks to people or staff and how to manage these.

We were told the home did not provide a service to people in Welsh at the time of the inspection, but has written information available in Welsh if needed. The service would need to take additional steps to facilitate a service in Welsh if it were needed.

Care and Support

People receive care and support tailored to their needs. We saw warm interactions between care staff and people. Assessments are completed prior to people moving in. Personal plans are person-centred, detailed, and produced in partnership with people and their representatives. Detailed daily recordings and supplementary monitoring charts are in place. These give important information about people's progress and identify changes in care needs and are analysed monthly. Plans are reviewed regularly with people and their representatives and updated where necessary. We viewed evidence of appropriate and timely referrals to health professionals, and ongoing partnership working by the service with their multi-disciplinary colleagues. Deprivation of Liberty Safeguard (DoLS) authorisations are in place where people lack mental capacity to make decisions about their care and accommodation and need to be deprived of their liberty to keep them safe.

People benefit from a balanced diet. We saw a variety of options on the menu and people had their own choice of meals. Dietary preferences are understood and help inform the menu. Healthy options are promoted and encouraged.

There are infection control measures in place to help keep people safe from the transmission of COVID-19 and other potential sources of infection. Staff have access to a supply of personal protective equipment (PPE). There is an infection control policy in place which staff are aware of and understand their responsibilities around this. Care staff use a rota to direct them to clean the home daily.

There are systems in place for the management and storage of medication. Medication is stored securely and can only be accessed by authorised care staff. Records show care staff administer medication in line with the prescriber's directions, being free from gaps or errors. Care staff receive robust training in how to manage and administer medication. The service has an up-to-date medication policy in place. Medication is regularly audited.

Environment

People's wellbeing is enhanced by living in an environment that is clean, safe, and suitable for their needs. Fairview House is a three-story converted house with an adjoining annex for one-person, White Cottage, located in the Trealaw area of the Rhondda. The home is clean, tidy, and free from malodours. It is well-decorated and homely. Bedrooms viewed are spacious and comfortable, several with ensuite toilet and shower facilities. We were told about plans to develop additional toilet and bathroom facilities to enable all people to have access to their own facilities. Rooms are individualised to people's tastes and contain photos, decorations, keepsakes, and electrical devices, which promote a feeling of belonging. The service has a comfortable lounge area, where people can choose to spend their time. A kitchen / dining area is available where people can choose to have meals. Communal areas are tidy, homely, and uncluttered. The kitchen facilities are appropriate for the home. A garden area at the front of the home has seating and is available for people to use. A recently installed summer house is available for people to use for various activities.

The home environment is safe. Substances hazardous to health are locked in cupboards, in line with Control of Substances Hazardous to Health (COSHH) regulations. There are window restrictors in all bedrooms and bathrooms viewed. We saw fire exits were clear of clutter and obstructions, with no obvious trip hazards more generally. Daily cleaning and laundry duties are being maintained. There are maintenance and repair arrangements in place. Maintenance records confirm the routine testing of utilities. The auditing and servicing of equipment is up to date and fire safety tests and drills are completed. Personal emergency evacuation plans enable staff to understand the level of support people require in the event of an emergency and are easily accessible.

Leadership and Management

People are supported by a team of well-trained care staff who are recruited safely. Staff files show the correct recruitment arrangements and contain all required information. Care staff begin work once pre-employment checks have been completed. Newly employed care staff complete an induction programme. Training records show care staff have up to date training in core areas of care. Additional training for specialist areas relevant to people who live at the service is also in place, such as Positive Behaviour Support. Care staff told us they feel well trained and receive regular training on an ongoing basis.

Care staff feel supported in their role. They told us it is “*great*” working at the service, the staff team is “*good*”, the manager is “*approachable*” and staff “*feel listened to*”. Turnover of care workers is low, with some having worked for the service and within the company for many years, helping facilitate continuity of care. Care staff have regular supervision and yearly appraisals to consider their performance, identify support they might require, and discuss issues or concerns. The manager told us staffing levels are worked out based on people’s level of need. The rota showed target staffing levels were being met.

The service has governance, auditing, and quality assurance arrangements in place to support the running of the service. These systems help the service to self-evaluate and identify where there may be issues or concerns, or where improvements are required. We saw evidence of the RI undertaking the legally required three-monthly service visits and six-monthly quality of care reviews. All legally required policies and procedures, such as for complaints, infection control, medication, and safeguarding, are in place. They give guidance to care staff, for example telling them what to do if they thought someone was at risk of harm or needed to ‘whistle blow’..

The service provides good information to the public. The Statement of Purpose sets out the service’s aims, values, and delivery of support. A written guide contains practical information about the home and the care provided.

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