



# Inspection Report on

**Sea View House**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

**Date Inspection Completed**

6 October 2022

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## About Sea View House

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Calon Fawr Nursing Home Limited trading as Swansea Living Solutions
Registered places	8
Language of the service	Both
Previous Care Inspectorate Wales inspection	30 August 2019
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

Sea View House provides care and support to people who have mental health needs. The service is run by an appropriately qualified manager and team of care workers. The responsible individual (RI) oversees the running of the home and is committed to making changes that will improve people's experiences. The home is clean and spacious and has facilities that promote independent living. A refurbishment plan has been introduced to ensure environmental repairs and upgrades are made.

Care workers respect people for who they are. People are content in their home, where they are fully involved in planning and reviewing their care. The service has a good relationship with professionals and regularly updates them about people's progress. Care workers actively promote people's mental and physical health. They support people to follow their own interests and develop their daily living skills. People are encouraged to share their views about the service.

The service has an approachable and supportive management team. There is a strong sense of teamwork amongst staff, who are committed to achieving the best possible outcomes for people. Staffing levels are kept under review to ensure they remain appropriate. Care workers are suitably recruited and trained. They are familiar with the home's policies and procedures and can access these easily. Written information about the home and its services is available. Managers are reviewing key documents to ensure they are adequately detailed and up to date.

## Well-being

Sea View House promotes people's health and well-being. Care workers have good knowledge and understanding of people's individual needs and are committed to supporting people to achieve their own goals. The service carries out assessments to ensure the home is suitable before people move in. People's individual needs are outlined within detailed risk assessments and personal plans. Care workers have developed effective strategies to help people lead a healthy, active lifestyle. They ensure people have access to the medical and specialist services they need. People receive the right level of support with their medication. They have opportunities to develop their independence and take part in individual and group activities. People are also supported to maintain important relationships.

The service promotes people's rights. People are consulted during the development and review of their personal plans. This allows people to have choice and control over the care and support they receive. Personal plans account for people's care preferences and routines. The service follows Deprivation of Liberty Safeguards (DoLS) procedures to ensure any restrictions people face are lawful. Care workers treat people as individuals and support them to do as much for themselves as possible. People are encouraged to speak up about their experiences during weekly meetings. Their views are also sought during the service's quality assurance processes. People have access to documentation about the home, although the quality of information provided could be improved.

The service has systems to help protect people from harm and abuse. There are clear policies and procedures to support safe practice. Care workers are familiar with the home's safeguarding policy, which reflects Wales Safeguarding Procedures. Staffing levels are reviewed and adjusted when needed, to ensure people receive the right level of care and support. Staff are safely recruited and provided with a good range of training to support them in their roles. They have opportunities to discuss any incidents or concerns during staff meetings or their formal, individual supervision. Managers are open and responsive to feedback.

People live in clean, spacious accommodation. The service promotes a good standard of hygiene and infection control. People have opportunities to relax or socialise with others in communal rooms. The home has a large garden where people enjoy spending time. People are encouraged to contribute to the upkeep of their home. There are good facilities to support people's independence with daily living tasks. The service manages environmental risks well, although some furnishings need to be repaired or replaced. The service is introducing a refurbishment programme to support this. Regular health and safety checks are carried out. The RI monitors the environment during formal visits.

## Care and Support

People receive a good standard of care and support. The service assesses people's needs before they move into the home and involves people in planning and reviewing their care. We found risk assessments and personal plans to include clear information about people's backgrounds, the goals they would like to achieve and the strategies for supporting them. Care workers sign to confirm having read and understood these. People's care and support arrangements are reviewed every three months. The service shares detailed reports of people's activity and progress with key professionals. People consistently told us they receive good support from care workers. They attend weekly meetings where they review what has gone well the previous week and what they would like to achieve the following week. Care workers are clear about how to manage risks and deal with incidents. We saw clear policies and support plans to guide them with this. Care workers spoke proudly about the achievements people have made.

The service encourages people to lead an active, healthy lifestyle. Care workers support people to attend routine health appointments. Records also confirm that prompt referrals are made to medical and specialist services when there are concerns about people's health or well-being. People receive appropriate support with their medication, which is audited regularly and stored safely. The reason for administering 'as required' medication is clearly documented and summarised in quarterly reports to the multidisciplinary team. Care workers support people to maintain a suitable diet, to exercise regularly and refrain from unhealthy habits. Strategies are discussed during staff meetings to ensure care workers use those that are most effective. People are encouraged to go out for walks every day and take part in other types of physical activity, such as swimming and table tennis. One person reported feeling physically better due to following a fitness regime and diet plan. Care workers support people to plan a healthy menu each week. We observed good stocks of food, including healthy snacks, such as fresh fruit. People's weight and nutritional intake are monitored through food diaries.

People follow weekly planners which support them to develop their skills and do things they enjoy. They vary in structure depending on people's individual needs and wishes. We saw people responding positively when care workers directed them to follow their planners, which are displayed on noticeboards in their rooms. People are allocated days where they take responsibility for grocery shopping and cooking meals for the home. Records show that people have recently enjoyed building garden furniture, painting garden ornaments and keeping in touch with family and friends. People socialise with one another during regular group activities, which include fitness and bingo sessions, art and craft exercises and movie nights. People have also had the opportunity to write and create their own song, which we were told was very successful and enjoyable.

## Environment

People live in spacious accommodation that has the facilities to meet their needs. All bedrooms have en-suites, and some have small kitchen areas where people can prepare their own drinks and snacks. The design and layout of people's rooms reflect their individual tastes. People are offered a 'privacy circle' for their door, so they can indicate to staff whether they would like privacy, some company or time to talk. People can socialise with one another within the two lounges or conservatory. We saw leisure items available for people to use as they wish. A rota system allows people access to the kitchen and laundry room with staff support. People enjoy barbecues in the garden, where there is a designated smoking area. One person told us they like their home and would not change anything about the environment. However, we saw that some repairs and upgrades are needed. Carpets are heavily worn, and some doors and furnishings are damaged, including the blinds in the lounge and radiator panel in the hallway. This is an area for improvement, and we expect the provider to take action. The manager shared a comprehensive refurbishment programme with CIW shortly following the inspection.

The service has measures in place to reduce health and safety risks. We saw that chemicals are stored securely and access to rooms containing hazards is restricted. Windows are fitted with restrictors to help prevent falls from significant height. There are imminent plans to install a new fence, which will further improve the security of the garden. Environmental records show that gas and electrical systems have recently been inspected and deemed satisfactory. Fire safety equipment has been serviced within the last year and personal emergency evacuation plans are available. A maintenance officer carries out routine health and safety checks, which include the home's vehicle and water temperatures within people's bedrooms. Maintenance requests are logged and signed off once complete. We saw from records that requested works are carried out promptly. The RI reviews the premises during formal visits to the service and ensures any planned works are completed. Records show that staff complete training in relation to health and safety and receive refreshers during health and safety checks.

The service promotes a good standard of hygiene and infection control. Records show that all staff have completed training in relation to COVID-19. They carry out COVID-19 checks to promote safe visits to the home. We found communal rooms and bathrooms to be clean and tidy. People are supported to deep clean their rooms regularly. They are also encouraged to contribute to the general upkeep of the home. A rota system is in place for the sharing of household tasks, such as hoovering and mopping communal areas, cleaning the outdoor smoking area and taking recycling to the recycling centre.

## Leadership and Management

The service is currently working with commissioners to ensure its staffing arrangements are appropriate. Staffing numbers overnight have recently increased so people have better access to support. We saw that staffing rotas account for each person's commissioned one-to-one hours. This helps ensure people receive the right level of support from appropriate numbers of staff. We found that staff are recruited in a safe way. Staff records contain the required pre-employment information, including Disclosure and Barring Service (DBS) details. The manager has a system for renewing DBS checks every three years. We saw that care workers sign to confirm receipt of key policies and procedures when they start employment. They are also supported to complete a relevant care qualification and register with Social Care Wales (SCW).

Care workers have the knowledge and skills to meet people's needs. We found that staff complete a wide range of mandatory and specialist training. Staff rated their training as 'good' or excellent' during a recent survey. Care workers receive formal supervision every three months, allowing them to review their training requirements, their use of the Welsh language and the protocol for reporting incidents. Records show that poor performance is addressed through disciplinary procedures. We noted that staff's annual appraisals are overdue, although work is underway to address this. We also found that records had not been kept of the manager's formal supervision, which the RI agreed to address. The manager confirmed that they see the RI weekly and can ask for support at any time if needed.

The quality of the service is regularly monitored. People told us they can speak openly to any staff member about their concerns. Care workers feel the manager and RI are very approachable and would take their concerns seriously. The RI visits the service often, formally assessing standards and setting actions for improvement every three months. Records also confirm that the RI regularly attends staff meetings. Quality surveys are sent to people living in the home, their representatives, and staff. We saw that many positive comments have been received during recent surveys:

- *'Staff extremely friendly and supportive... always get information when needed.'*
- *'I am always able to speak to my relative when I want to.'*
- *'Never been as happy or as mentally or physically stable as XX is now at Sea View House. This is the first time we can have peace of mind about XX welfare and well-being.'*

The service has a clear statement of purpose and written guide, both of which are available in Welsh and accurately reflect the service being provided. However, we noted that some information needs updating, such as the registration requirement for care workers. The written guide also needs additional information in relation to the terms and conditions of

service and support available to people. The manager and RI assured us these changes would be made.



### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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
36(2)(c)	Care workers are not receiving appropriate supervision.	Achieved

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
44	A programme of refurbishment must be implemented to ensure the premises is suitably furnished and equipped, and properly maintained.	New

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