



Inspection Report on

Palace Road

Cardiff

Date Inspection Completed

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About Palace Road

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Ocean Community Services Limited
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	27 November 2020
Does this service provide the Welsh Language active offer?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

People are happy with the service they receive and speak highly of the care staff and management who support them. Care staff understand the needs of the people they care for and do so with patience and compassion. Care documentation is thorough, robust and reviewed regularly to ensure it is kept accurate. Improvements are required to medication processes to ensure they are as safe and robust as possible. People are given detailed information about the service they can expect to receive and can access independent advocacy for additional support if required. The Responsible Individual (RI) visits the service regularly and engages with staff and people using the service as part of these visits which ensures they have good oversight of the service. There are policies and procedures in place and complaints are taken seriously. Referrals are made to the Local Authority when required and regular quality assurance monitoring takes place. Well supported staff receive appropriate training and supervision. People are cared for in a pleasant environment that is safe and meets people's needs. People have single, ensuite bedrooms which ensures they have access to personal space and privacy.

Well-being

People receive the right care without delay. Personal plans are thorough, robust and kept up to date and accurate. Care staff understand the needs of the people they care for and receive appropriate training and support to undertake their roles. Referrals are made to internal and external professionals when required and any guidance is documented and followed correctly. Improvements are required to medication administration recording to ensure processes are always safe and robust. People live in a suitable environment that is warm, clean, nicely decorated and meets their needs. People are happy with the care they receive and speak positively about the staff and management at the service. People feel listened to and complaints to the service are taken seriously and dealt with correctly.

People have choice and control as far as possible. People are included in assessments of their needs and reviews of their care, with their voice evident throughout care documentation. People partake in activities of their choice and are encouraged to be as independent as they can be. People are given detailed information about the service which includes details of how to complain if they are unhappy with the service they are receiving. The RI engages with people during regulatory visits and people's views are sought as part of quality assurance monitoring. People have their own bedrooms which are warm, clean, and personal and offer opportunity for space and privacy. People are supported to maintain relationships with friends and family and have access to independent advocacy.

People are protected from abuse and harm. Palace Road has a safeguarding policy in place and all staff receive training in safeguarding adults at risk of abuse. The manager makes the appropriate safeguarding referrals and notifies Care Inspectorate Wales when required. Staff recruitment is safe and robust with pre-employment checks being completed prior to employment commencing. There is a system in place to renew Disclosure and Barring Service (DBS) regularly. Safety checks to the building are completed within legal timescales and any maintenance is completed without delay. There is a fire risk assessment in place and staff have guidance on how to evacuate people in an emergency.

Care and Support

People get the right care at the right time. Personal plans of care are very detailed and clearly outline people's needs and how they should be met. These documents are important as they guide staff on how to care for people correctly. Personal plans are reviewed regularly to ensure they are kept current and include risk assessments and additional information when required. Referrals are made to external health and social care professionals when required and any advice or guidance is added to personal plans. Care staff levels are sufficient and ensure that people do not wait for support. Care staff understand the needs of the people they care for and do so with kindness and respect. People we spoke with told us that they are happy with the care they receive and have positive relationships with the staff who support them. Improvements are required to medication processes at the service to ensure they are always safe and robust. Medication is stored safely and securely and there are Medication Administration Record (MAR) charts in place. However, improvements are required to the recording of administered and spoiled medication. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. We were given assurances that the issue would be addressed without delay.

People are supported to have autonomy over their own lives. People are at the centre of care planning processes and their views and wishes are always considered. Personal plans highlight people's likes, dislikes, and preferences in relation to their care. People are always included in the assessment and review of their needs. People can meet with their internal and external care team regularly. People have their own personal activity planner in place and do the things that matter to them. On the day of inspection, we saw that staff were available to support people to access the community to engage in activities of their choice. Palace Road does not have set mealtimes as people are free to eat their meals at times of their choice. People are supported to budget their food money, shop for ingredients and prepare meals of their choice. One person told us that they were happy that the food allowance budget had recently been increased by the management due to the cost of living rises.

Environment

People live in a suitable environment. Palace Road is located in a residential area of Cardiff and benefits from local amenities and good transport links. The home is set over three floors and benefits from good communal space including two lounges and a kitchen diner. There is safe outdoor space that has garden furniture and a shelter that people are free to access as they wish. The home is warm, welcoming and decorated nicely throughout. No malodour was detected during inspection. People have their own single bedroom and are encouraged to personalise the room and make it as homely as possible. People have their own bedroom door key which affords them privacy and personal space. We viewed a selection of bedrooms and found them to be warm, clean and fit for purpose. One person told us *"I like my bedroom; I have spent time getting it the way I want it and I'm waiting for a new carpet which has been ordered"*. All bedrooms have ensuite facilities which are in good working order.

People can be assured they live in a safe environment. On arrival we were asked to sign the visitor's book and our identification was checked before we were permitted entry. There are window restrictors in place and all harmful chemicals are locked away safely. The home is well maintained and checks including gas and electricity safety testing are completed in line with legal requirements. There is a fire risk assessment in place and people living at the service all have a personal emergency evacuation plan (PEEP) in place. PEEP's are important as they guide staff on how to safely evacuate people in the event of an emergency. Fire drills take place regularly and emergency lighting and fire alarms are tested regularly. The home is generally clutter free with hazards reduced as far as possible. We noted some items left outside one person's bedroom door, which could pose a hazard in the event of an emergency. We were advised that the items are to go into storage and we were assured that they would be moved as soon as possible.

Leadership and Management

People benefit from the leadership and management in place. Palace Road benefits from a manager who is registered with Social Care Wales, the workforce regulator and an RI who has good oversight of the service. One person told us “*The manager is lovely; she is approachable and I can talk to her*”. There are policies and procedures in place for the running of the service which are reviewed and updated regularly. The manager understands legal requirements of caring for vulnerable people and makes referrals to the Local Authority safeguarding team when required. Any referrals are stored centrally with outcomes recorded. This is good practice as it enables the provider to monitor referrals for themes, trends and patterns of abuse. The RI visits the service in line with regulatory requirements and produces a report to support the visits. Quality assurance monitoring takes place and considers the views of people using the service and staff working at the service. This indicates that the provider is committed to providing a quality service and making improvements when required. Complaints to the service are taken seriously and people can access independent advocacy.

People are supported by staff who are trained and recruited safely. Care staff attend appropriate training and feel well equipped to do their jobs. Care staff receive regular supervision and can access support from management in between if required. Supervision is important as it is an opportunity for staff to discuss any practice issues or needs in a formal setting that is recorded. We viewed a selection of staff personnel files and were able to see that they contain all required information, but we reminded the provider to keep staff photographs current. Staff recruitment is safe and robust as pre-employment checks including DBS certificates and references are applied for prior to employment commencing. These checks are important as they determine a person’s suitability to work with vulnerable people. Staff we spoke with told us that they are happy working at Palace Road and one person said, “*I really love working here, I enjoy the job and the manager is great*”. Another staff member said, “*I like the job and feel well supported*”.

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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58	The provider must ensure that they clearly record when medication has been administered/destroyed. Instructions for staff administration medication must be clear at all times.	New
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Date Published 25/05/2023