



Inspection Report on

Wentwood Court

**Wentwood Court
Newport
NP18 2AA**

Date Inspection Completed

12/07/2021

12 July 2021

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About Wentwood Court

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Ocean Community Services Limited
Registered places	14
Language of the service	English
Previous Care Inspectorate Wales inspection	Manual Insert This is the first inspection of the service since registration on 17/10/18.
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

Wentwood Court provides care and support for people with mental health needs and or a learning disability. People who live, work and visit the service were complimentary. We found residents were comfortable and settled. The service promotes people's independence and supports individuals to take an active part in their own lives. People are consulted about the support they receive. People are supported to take everyday risks and encouraged to use community facilities. People's personal plans are outcome focussed and centre on helping develop skills and achieve goals. A suitably registered manager conducts day-to-day operations. Sound recruitment practices are in place for the selection and vetting of staff. Staff told us, they are suitably trained and supported to perform their roles. Staff are positive and engaged.

Well-being

People are consulted and their voices are heard. Regular reviews provide an opportunity for individuals to make their likes, preferences and aspirations known. Resident meetings and visits from the responsible individual (RI) gain individuals views about the service. One person told us, "*communication is really good and I know who my keyworker is*". A second person said, "*I do talk to staff about my needs and have no concerns or worries at the moment*". We saw positive interactions between care workers and people.

Arrangements are in place to safeguard people from harm. Accidents, incidents and complaints are monitored. Significant incidents are reported to the relevant agencies. Staff are trained in safeguarding protocols. There are safe processes for managing people's individual behaviours and staff are trained accordingly. Arrangements are in place for individuals who may be unable to consent to care and support. Staff are trained to understand their responsibilities under the Mental Capacity Act. Individuals have access to independent advocacy services. Sound recruitment practices are in place for the selection and vetting of staff.

People are encouraged to develop skills and maintain independence. Risk management plans support individuals to take part in everyday skills and activities. The gardens have been transformed as part of a gardening project. Staff told us a positive result of the pandemic lockdown is that people will get to eat home grown fruit and vegetables they have grown. Residents are supported to access the community for leisure activities, which reflect individual choices. Contact with individual's families has been maintained. A professional told us, "*the staff team have gone above and beyond to enable contact*" with their client's family during the pandemic.

People live in a service that supports them to achieve wellbeing. Each bungalow is named to reflect residents chosen interests and activities. One person was proud to show us around his flat. Systems are in place to ensure the environment meets people's continuing health and safety needs. Arrangements are in place to promote hygienic practices and manage the risk of infection.

Care and Support

People's personal plans are outcome focussed and centre on helping to develop skills and achieve goals. Individuals are as involved in the compilation of their plans as they choose to be. Personal plans take into account each individual's health and communication needs in addition to other assessments. Staff are arranged into teams to promote continuity and aid development of relationships with people. Staff are familiar with individuals and know them well. Regular reviews of individuals needs are conducted and provide an opportunity to share their views and aspirations. We were unable to establish if people's needs are fully met as individuals care and support plans prepared by placing authorities are missing. We saw evidence the manager had contacted the relevant agencies for a copy of the commissioners plan. We identified this as an area of improvement.

People's physical and emotional health is considered. Staff are familiar with people's needs, likes and preferences. We saw healthcare professionals are involved in individuals' care and support. Consideration is made for individuals who are unable to make healthcare decisions for themselves. Staff support people to access healthcare services as and when necessary. Health passports have been compiled for individuals who would require additional care and support if they need to attend hospital.

The service promotes hygienic practices and manages risk of infection. Policies and procedures are in place, which take into account current legislation and guidance. Checks to mitigate risks to people living and working at the service are in place. This includes daily temperature checks for residents and staff and regular staff testing. Enhanced cleaning schedules have been implemented. Staff have worked closely with other agencies during outbreaks of Covid 19 at the service.

We did not consider safe medication arrangements as part of our visit. Internal systems are in place to ensure the oversight of medication. We viewed a sample of individual medication charts, which showed no discrepancies.

Environment

People live in a clean, safe and well-maintained environment. The premises and facilities are suitable for the people living at Wentwood Court. The service consists of a main house with six bedrooms. There are three independent bungalows in the grounds that contain eight self-contained flats. The environment recognises and promotes people's individuality. Rooms are decorated to personal needs and preferences. Individuals are able to display their possessions and keepsakes if they wish to do so. Individual privacy and dignity is respected. People are supported to keep pets. We walked around the house and found it was clean, comfortable and well maintained. The gardens are impressive with flowers, fruit and vegetables being grown. One person told us how much they enjoyed gardening with staff.

A regular maintenance programme ensures individuals are safe. Risk assessments are in place to support individuals to carry out daily activities and visit the community safely. Individual personal evacuation plans (PEEPS) are in place for people in the event of an emergency. Internal systems are in place to ensure all equipment receives routine checks. We viewed responsible individual (RI) reports, which showed on-going environmental monitoring. Systems are in place to report and remedy faults. Staff told us that repairs are managed promptly. Regular fire checks are completed by staff.

Leadership and Management

Governance arrangements, which support the smooth running of the service, are in place. The management team comprises of a manager and deputy. They promote an open door management style. Staff told us, managers are visible at the service and are approachable. During the visit, we found the managers were open and transparent. The RI has carried out the required three monthly visits to the service. We viewed reports, which showed the RI monitors the performance of the service. They routinely consult with people and staff. Quality and audit systems are in place which review progress and inform the development of the service. The last six monthly quality report demonstrates suitable arrangements are in place to assess, monitor and improve the quality and safety of the service. We contacted commissioners for their opinions of the service. The responses received were positive with staff described as confident and knowledgeable.

The service has sound recruitment processes. There are suitable selection and vetting practices to enable the service provider to decide upon the appointment of staff. We viewed two staff files and found the necessary pre-employment checks have taken place. Employment histories are provided for applicants. Identification and references further support the individual fitness of staff to work at the service.

The organisation uses a central induction for all newly appointed staff. We spoke with staff members who told us this was a positive experience. Staff can access on line training to update their knowledge. As part of routine monitoring staff training compliance is routinely reviewed. The organisation expects 90% e-learning compliance. The service has identified staff refresher training is required in Mental capacity Act/ Deprivation of Liberty safeguards and First Aid. Staff training in First Aid is prioritised when face-to-face training recommences. The organisation has supported staff during the pandemic with weekly wellbeing meetings. Regular staff supervision is taking place. Regular team meetings are taking place. Staff told us they have received sufficient training and development to carry out their duties.

Agency staff supplement the staff team. Regular agency staff are used to ensure consistency for the residents. We were told staff recruitment for the service is on-going. Staff told us there are good working relationships within the staff team.

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

None	
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Areas where improvement is required

Individuals need to feel confident that service providers have an accurate and up to date plan of how their care is to provided to meet their needs.	Regulation 15
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The area(s) identified above require improvement but we have not issued a priority action notice on this occasion. This is because there is no immediate or significant risk for people using the service. We expect the registered provider to take action to rectify this and we will follow this up at the next inspection.

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