



## Inspection Report on

**Windsor Road**

**88 Windsor Road  
Penarth  
CF64 1JL**

## **Date Inspection Completed**

17/08/2021

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## About Windsor 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	This is the first inspection since the home registered under the Regulation and Inspection of Social Care (Wales) Act 2016
Does this service provide the Welsh Language active offer?	Yes

### Summary

People receive a quality service from staff who understand their needs, and have the skills to meet these needs. Staff are appropriately trained and well supported by management, who have excellent oversight of the service. There are suitable policies and procedures in place for the smooth running of the service, and robust processes to ensure legal requirements are fulfilled at all times. Staff recruitment is robust as staff are subject to pre-employment checks before employment commences. Staff are happy working at Windsor Road and support people with kindness and respect. Staff and residents have positive working relationships, and people speak highly of the staff who care for them. People are supported to have choices and are encouraged to engage in their care planning. Care documentation is thorough, robust and updated as required; there is evidence that internal and external professionals are consulted as and when required without delay. Medication processes within the home are safe. Medication is stored correctly and administered as required. People are cared for in a suitable environment which is warm, clean and safe. People have their own bedrooms which are spacious and contain personal belongings.

## Well-being

People get the right care at the right time. Staffing levels are sufficient to meet the needs of people living at Windsor Road, but some staff vacancies are being filled by regular agency staff at present. Care documentation is thorough, robust and reviewed regularly to ensure it is current and up-to-date. People receive appropriate support from the internal team and referrals are also made to external professionals when required without delay. Staff understand the needs of the people they care for and use their skills to support people to the best of their ability. Staff receive training and regular supervision and tell us that they are happy in their jobs. Senior management have excellent oversight of the service and complete regular quality assurance monitoring to ensure that people are happy with the service they receive.

People are supported and encouraged to have autonomy over their own lives. Care documentation clearly evidences that people are encouraged to be a part of their care planning and outlines people's likes, dislikes and how they want their care to be provided. Staff support people to be as independent as possible and use their skills to prompt and encourage people as opposed to doing things for people that they are capable of doing for themselves. Daily routines are individual and people spend their time how they choose. People decide what and when they eat and are supported by staff to attend activities and hobbies of their choice, within the home and in the community. Medication routines are person centred and people decide where their medication is kept; people understand what medication they are taking and what time it should be taken.

People can be assured that they are safe and protected from harm. Windsor Road has a robust safeguarding policy in place and the manager understands the requirements in regard to making safeguarding referrals. All staff are trained in the safeguarding of adults at risk of abuse and receive regular refresher training. People have access to advocacy services who are independent, and there is also a complaints process in place that people can use if they are unhappy with the service they are receiving. The building is secure, well maintained and environmental risks are reduced as far as practically possible. There is a robust fire risk assessment in place and the service carries out regular fire drills and testing of alarms.

## Care and Support

People can be assured that they get the right care as early as possible. Staff understand the needs of the people they care for and respond to people in line with their personal plans of care. We saw staff engaging positively with residents and we were also able to see staff using their skills to defuse a challenging situation that occurred during the inspection. We viewed a selection of care files and found them to be thorough, robust and reflective of the person being cared for. Information is current, reviewed regularly and clearly demonstrates that people are included in their own care planning. We saw evidence that people are supported regularly by the internal care team, but referrals are also made to external professionals such as GP's when required.

Staffing levels at Windsor Road are sufficient to meet the needs of people using the service, but we noted that there is currently a high level of agency staff usage. We discussed this with the manager at the time of inspection and were assured that regular agency staff are commissioned for continuity for residents, and the service is actively recruiting staff to reduce use of agency staff.

People have choice and control over their lives as far as practically possible. At Windsor Road people have their own personal routines and individual daily activity plans, which staff encourage them to fulfil. People choose what they eat and when, and are supported to complete their own shopping and budget their money. People complete activities of their choice within the home and in the community, and staffing levels ensure that this is always possible. People we spoke with were positive about living at Windsor Road. One person said *"I like the staff, they keep me safe"*. Another person said *"I really like living here, I have so much more independence"*.

Medication processes within the home are safe and robust. All bedrooms have a locked box for medication, but residents have the choice for medication to be stored in these boxes or in a dedicated medication room. We saw medication is stored safely and securely and in line with peoples wishes, and Medication Administration Record (MAR) charts are completed correctly with no gaps. People understand their medication regimes and are supported to be as independent with them as possible.

## Environment

People can be confident that they live in a suitable environment. Windsor Road is a spacious property located in an area of Penarth that benefits from good transport links and local amenities. The home is warm, welcoming and decorated to a very high standard. We noted that there is some minor cosmetic redecoration required in places and were assured that there are plans for this to be completed. Windsor Road has sufficient space to enable people to spend time communally or privately, and there is external space, with garden furniture that people are free to use as they wish. There are ample bathrooms and toilets to meet the needs of people using the service. The home is well maintained indoors and outside, with any repairs carried out swiftly.

People are cared for in single rooms, with the majority of rooms benefiting from en-suite facilities. We viewed a selection of rooms and found that they are spacious, warm and personal to the person occupying the room. We were told that people are encouraged to decorate their room to their choice and supported to make them as homely as possible.

People can be assured that the environment is safe. On arrival to Windsor Road we found the main entrance secure and we were asked for identification and to sign the visitor book, before being permitted access. There are appropriate measures in place to reduce risk of Covid-19 being brought into the home, and all staff wear Personal Protective Equipment (PPE) in line with guidance.

We completed a tour of the building and saw that steps have been taken to ensure that environmental risks have been minimised as far as practically possible. Window restrictors are in place and harmful chemicals are locked away securely. All equipment is serviced appropriately and safety checks of the building are completed as legally required. There are regular fire drills taking place and all residents have a Personal Emergency Evacuation Plan (PEEP) in place, which is important as this guides staff on how to evacuate people in the event of an emergency.

## Leadership and Management

People can be assured that they are supported by staff who are trained and recruited safely. We viewed the staff training matrix and saw staff are attending courses relevant to the needs of the people they support, and all staff are up to date with all training. Staff we spoke with told us that they were happy working at Windsor Road and felt supported by the management. One person told us that staff are “*encouraged to progress*” within the company, and “*supported to do additional training*” if they wish. All staff at Windsor Road receive regular supervision which is important as this is an opportunity to discuss practice issues or needs in formal setting that is recorded.

We viewed a section of staff personnel files and saw that staff recruitment is safe and robust as pre-employment checks, including references and Disclosure and Barring Service (DBS) certificates, are applied for before employment commences. These checks are important as they determine a person’s suitability to work with vulnerable people. There is a system in place to ensure that DBS certificates are renewed every three years.

People can be confident that there is robust leadership and management in place. Windsor Road benefits from a Responsible Individual (RI) who has excellent oversight of the service and a manager who is registered with Social Care Wales (SCW), the workforce regulator. The manager oversees the day to day running of the service, while the RI has overall accountability for the service.

There are appropriate policies and procedures in place for the smooth running of the service, and robust systems to ensure that legal requirements are met at all times. We saw evidence that safeguarding referrals are made, stored centrally and outcomes are recorded; this is required to ensure that lessons can be learned, and themes and patterns of abuse can be monitored. Windsor Road is committed to providing a quality service for people living at Windsor Road. There are processes in place to ensure quality of care is monitored at least every six months, and the RI also visits the service at least every three months. The views of people using their service and/or their advocates are sought as part of the process and fed into detailed reports.





**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**

None	
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