



Inspection Report on

Windsor Road

Penarth

Date Inspection Completed

25/10/2023

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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	17 August 2021
Does this service promote Welsh language and culture?	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 care they receive and speak positively about the care staff who support them. Care staff have a good understanding of people's needs and provide care with kindness and respect. Care documentation is thorough, robust and clearly outlines people's goals for the future and how these can be achieved. Personal plans are reviewed regularly to ensure they remain accurate. We saw people receive support from the internal care team and external professionals when required. People are treated as individuals and encouraged to be as independent as they can be. People attend activities of their choice and are supported to maintain relationships with family and friends. The Responsible Individual (RI) visits the service regularly and people's views are sought as part of quality assurance monitoring. There are policies and procedures in place for the running of the service and people are given detailed information about the service. Care staff receive appropriate training, supervision and feel valued working at the service. People live in a suitable environment which is safe and meets their needs. People have single bedrooms that are personalised and offer space and privacy.

Well-being

People are treated with dignity and respect. Care documentation is person centred and captures people's individual needs and how they should be met. Care staff are suitably trained and have the skills required to support people. People have access to an internal professional care team and also attend appointments with external health professionals without delay. Care staff have positive relationships with the people they care for and treat people kindly. People are given detailed information about the service and have access to a robust complaints process. The RI engages with people during monitoring visits and people can access the manager to discuss any concerns. There are policies and procedures in place for the smooth operation of the service and quality assurance monitoring takes place regularly.

People can be assured they have autonomy over their own lives. People are encouraged to be as independent as they can be and to make their own choices where possible. People like living at Windsor Road and feel well supported by the care staff. Independent advocacy is available should it be required. People are included in care planning and review processes and their views are included in personal plans of care. People have their own activity plans, daily routines and do things which matter to them. Care staff communicate effectively with people and have a good understanding of people's needs and their future goals. People have their own bedrooms which are warm, clean and comfortable. People are supported to choose the décor for their rooms and encouraged to make the space as personal as possible. Care staff respect people's privacy and personal space.

People are protected from abuse and harm. Windsor Road has a robust safeguarding policy in place and all care staff attend training in the protection of adults at risk of abuse. Safeguarding referrals are made when required then stored centrally and monitored closely. Care Inspectorate Wales are notified of any incidents as outlined in the regulations. Care staff recruitment is safe and robust. Pre-employment checks are completed correctly and there is a system in place to renew Disclosure and Barring Service (DBS) certificates regularly. People live in a safe environment which is well maintained and hazard free. Fire safety measures are in place and safety testing of the building is completed correctly.

Care and Support

People get the right care at the right time. A pre-admission assessment is completed and people visit the home before they move in to ensure their needs can be met by the service. Care staff levels at Windsor Road are good and ensure people do not need to wait for the care they need. Care staff have a good understanding of the needs of the people they care for and do so with patience and compassion. We observed care staff engaging positively with people sharing jokes, banter and laughter. Personal plans of care detail people's needs and how they should be met and are supported by risk assessments and other documentation where required. Documents are reviewed regularly to ensure they remain correct and up to date. These documents are important as they guide care staff on how to care for people correctly. We saw evidence people receive support from the internal professional care team regularly and attend appointments with external health and social care professionals when required. Any advice or guidance from professionals is added into care plans and followed correctly.

People have choice and control as far as practically possible. People are at the centre of care planning and are encouraged to be part of assessments and reviews of their needs. People's views, likes and dislikes are included in personal plans and people have opportunity to express how they wish their care to be delivered. People are supported to set their own goals and to live their lives in their preferred way. People we spoke with told us they are very happy living at Windsor Road and were able to tell us about their personal goals. One person said, "*I really love it here, the staff look after me*". Care staff encourage people to be as independent as they can be but give assurance of their presence should their support be needed. People have personal daily routines and do the things which matter to them. People are supported to attend social activities within the community and people are also supported to visit family and friends to ensure relationships are maintained. People enjoy spending time communally and have devised food menus with a rota so people have opportunity to prepare the evening meal for the home if they wish. People told us they like this routine very much.

Environment

People live in a suitable environment. Windsor Road is located in a residential area of Penarth which benefits from local amenities and good transport links. The home is warm, welcoming and decorated nicely throughout and benefits from good quality furniture making the home a very pleasant environment. There is ample communal space including a large lounge and a kitchen/diner enabling people to spend time together or to receive visitors in private. There are a sufficient number of bathrooms and toilets, all of which are clean and in good working order. We did not detect any malodour during inspection. There is a safe outdoor space which people are free to use as and when they wish. People have their own single bedrooms which offer opportunity for space and privacy when required. People are encouraged to personalise their rooms to make them as homely and comfortable as possible and have been supported by care staff to choose décor of their choice. People told us they like their bedrooms and take pride in keeping them clean and tidy.

People can be assured they live in a safe environment. On arrival to the service, we found the main entrance secure and our identification was checked. We were asked to sign the visitors book before we were permitted entry to the home which indicates visitors to the service are monitored. We conducted a tour of the building and found hazards have been reduced as far as practically possible. The environment is clutter free, window restrictors are in place and harmful chemicals are locked away safely. The building is well maintained and safety checks including gas and electricity safety testing takes place in line with legal requirements. Fire alarms and emergency lighting are tested weekly and fire drills take place regularly. There is a fire risk assessment in place which is reviewed annually and everyone living at the service has a Personal Emergency Evacuation Plan (PEEP) in place. PEEPs are important as they guide staff on how to evacuate people in the event of an emergency.

Leadership and Management

People benefit from the leadership and management in place. Windsor Road has an RI with good oversight of the service and a manager who is registered with Social Care Wales, the workforce regulator. The RI visits the service in line with regulatory requirements and provides a report to support the visits. Quality assurance monitoring takes place regularly and includes the views of people using the service and care staff working at the service. Quality assurance monitoring indicates the provider is committed to providing a quality service and making improvements where required. There are policies and procedures in place for the running of the service and for care staff to understand what is expected of them. People are given detailed information about the service they can expect to receive which includes details of how to complain if they are unhappy with the service. Complaints to the service are taken seriously and dealt with correctly. The manager understands legal requirements of caring for vulnerable adults and makes referrals to the Local Authority safeguarding team when required. Any safeguarding referrals are stored centrally and monitored closely.

People are supported by care staff who are trained and well supported. Care staff receive training appropriate to the role they undertake which is refreshed regularly to ensure care staff remain competent. The vast majority of care staff are up to date with all required training and tell us they feel well equipped to do their jobs. All care staff receive a supervision in line with regulatory requirements and can also access support from the manager at any time. Supervision is important as it is an opportunity for care staff to discuss any practice issues or needs in a formal setting which is recorded. Care staff we spoke with told us they like working at Windsor Road and feel well supported. One staff member said, *"It's a great place to work, I am enjoying it very much"*. Another staff member said, *"the manager looks after me well"*. We examined a selection of care staff personnel files and found they contain all required information. Pre-employment checks including references and DBS certificates are applied for prior to employment commencing. This is good practice as these checks are important as they determine a person's suitability to work with vulnerable people.

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

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Date Published 29/11/2023