



Inspection Report on

Caerau Manor

**2 Caerau Crescent
Newport
NP20 4HG**

Date Inspection Completed

15/02/2024

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About Caerau Manor

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Ocean Community Services Limited
Registered places	8
Language of the service	English
Previous Care Inspectorate Wales inspection	25 September 2019
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 very happy with the care and support they receive from all staff. Care workers are well supported in their roles and receive good training to ensure they have the necessary skills to carry out their roles successfully. People's well-being is enhanced by the opportunities they have to engage in activities they want in the service, as well as in the community. The home provides them with comfortable accommodation which reflects their needs and interests.

There are good systems in place to enable the manager and care staff to plan, deliver and review the care and support provided to each person. We noted these systems involve seeking people's views to ascertain what they want to do and how they want to be supported. Staff also work effectively in collaboration with external professionals to manage risks and to meet people's needs.

The service is well managed and overseen. An established manager and senior staff are in post. They are held in high regard by people and the care team. Care staff and senior staff feel valued and supported in their role. The Responsible Individual (RI) visits the service and completes the required regulatory reports. The provider has many other quality of care oversight procedures in place to ensure that the service is the best it can be for people.

Well-being

People who live at the home have choices about the care and support they get and about doing the things they like. People enthusiastically spoke to us about what matters to them, how they spend their days and about the support they receive from care staff. Our observations and discussions with staff show they cater for people's preferences and because they know them well, can anticipate their needs. People engage in a wide range of activities within the home and in the local area. During the inspection visit, we observed a constant flow of people going out, coming back, and pursuing their own interests.

Records show people are involved in all decisions which affect them. The RI seeks feedback from people when they visit. The service provider gives each person '*a guide to the service*' which outlines the support they can expect. It also gives them the contact details of people and agencies they can contact if they have any concerns. We noted in one instance, a person reported concerns to the manager and we saw the manager took action to address these. The Welsh language and culture is promoted in the service. This includes the guide to the service which is available in Welsh and people are asked their language preferences. We also observed one person who uses the service using Welsh words to greet staff.

People are supported to remain as healthy as possible both physically and mentally. This includes supporting people with their medication. Care workers monitor people's health, and referrals and appointments with health professionals are arranged when necessary. People are encouraged to make their choices, to be active and to maintain meaningful relationships. This promotes their emotional well-being.

Measures are in place to protect people from abuse and neglect. Care staff are trained in safeguarding and have policies and procedures to guide them. There are posters on display in two places which tell people how to speak up if they see something they feel is not right. There are risk management plans in place, and these are kept up to date to keep people as safe and as independent as possible. The manager liaises with relevant agencies to ensure any restrictions placed on a person's liberty are only in their best interests. The home provides people with suitable accommodation which reflects individuals' needs and interests and where there are good standards of hygiene.

Care and Support

People receive the support they require when they need it. We observed care workers supporting people and noted a natural rapport between them. Care staff are encouraging and reassuring, and demonstrate a clear understanding of people's needs. The atmosphere at the home is relaxed and people who live there lead what is happening and when. We saw each person who uses the service has a different routine. People also access services from external professionals on a regular basis. Records show this includes GPs, district nurses, community psychiatric nurses and psychiatrists.

There is good quality documentation in place for each person. It reflects information gathered from people and significant others including health care professionals. There are comprehensive records of people's life histories, their interests and their hopes for the future. Along with this information, the areas in which people struggle and need help are fully considered and listed. There are detailed personal plans in place for all the areas in which people need care and support. They consist of a summary of their needs, the person's goals and clear instructions for staff on how to support the person so that they can achieve their goals. Personal plans viewed included plans for their activities, hobbies and health care needs. We noted, each plan contains a record of discussion with the person who receives support.

Staff record the care and support delivered to each person. These daily records and people's plans are reviewed when there is a change and at least every month. We saw people's key workers complete a monthly multi-disciplinary report. People's whole circumstances are considered. These include people's goals and progress during the month, the activities they did, the feedback they gave their key worker, their health and the contacts they had with external professionals are all reviewed. The review ends with an action plan for the next month.

Care staff keep people safe by following clear policies and procedures and taking timely action when needed. When there are risks, these are assessed by staff in collaboration with a range of external professionals. Records and discussions with people show the provider is committed to respecting what each person wants to do and achieve, even when there are risks. Measures which can be implemented are put in place to minimise risks. There are good systems in place to ensure medication is stored and administered safely. We saw care staff supporting one person to achieve their long-term ambition to manage their medication independently. The person gradually takes on more control over their medication.

Environment

People live in an environment that meets their needs and promotes their well-being. The environment is welcoming and clean. The service has bedrooms spread over three floors with a bathroom and toilet on each floor. There is a large communal kitchen/dining area and communal lounge on the ground floor. In addition, there is a kitchen and living area on the top floor. The accommodation including bedrooms reflects people's needs and interests. People have access to an outdoor area which includes seating in a covered area. During our inspection, we observed them spending time in the communal areas and in the outdoor space. Two people explained to us and showed us they have their own kitchen cupboards which they use to store their own food and equipment. We noted the standard of accommodation is good throughout most of the home. We discussed with the RI the signs of wear and tear in the bathrooms and toilets. The RI told us the work required has been recorded and is due to be completed to bring these in line with the standard of the rest of the accommodation. We noted the RI reviews the premises when they visit.

There are robust systems in place to identify and deal with risks to people's health and safety. Staff at the home carry out regular health and safety checks, the manager reviews these. External contractors carry out specialist checks such as electrical inspections. A health and safety lead oversees these matters. Overall, this means the service provider has good oversight of the health and safety systems. This includes ensuring all necessary risk assessments, audits and checks have been carried out. We noted the service provider acted following a fire safety inspection to implement the recommendations. We observed good practice in relation to hygiene. We noted good standards of cleanliness and good laundry arrangements.

Leadership and Management

The service provider has excellent arrangements in place to support the smooth running of the service. The RI maintains oversight of the service. They are assisted by a team of centrally based staff which includes a health and safety lead and an area manager. They are each responsible for designated checks and audits. The RI reviews the information collated and seeks direct feedback from the people they support and from staff. They visit the service on a quarterly basis and complete the required reports. The service's quality of care reviews are of good quality. Each of them includes a summary of findings and an action plan to further improve the service. A manager who is registered with Social Care Wales (SCW) is in charge of the day-to-day management of the service. They are supported by the area manager. At the time of this inspection visit, the manager was on leave. Another manager came in. We noted they were fully familiar with the service, known to the staff team and to people who use the service. They explained they are one of three managers who work closely together to ensure there is management input at all times in the services they each manage. We spoke to the manager following the inspection, they told us the system works really well.

There are arrangements in place to recruit, train, and support staff. We examined recruitment records. These show the service provider carries out checks before a person can start working at the home. Supervision and training records evidence good processes are in place for supporting and developing staff. Staff told us they feel really well supported by colleagues and by the manager. They told us they received an induction when they first started. It included a general introduction to the work, an induction to the home and shadow shifts. People told us, and records show staff continue to receive training after their induction period. This includes specialist training in order to meet the specific support needs of the people supported by the service. Two members of staff spoke to us about the management progression workshops which enable staff to progress within the organisation. All care workers are registered with SCW and hold a recognised social care qualification, or are working towards one.

There is good oversight of financial arrangements and investment in the service. There is evidence of continuous investment by the provider to maintain the service effectively. This includes investment to maintain and improve the environment, and sufficient staffing levels which are appropriate to give people the support they need and want. The RI advises work to upgrade bathrooms has been planned for.

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