



Inspection Report on

The Willows

Barry

Date Inspection Completed

13/06/2023

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About The Willows

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	The Cedars Care Services Ltd
Registered places	3
Language of the service	English
Previous Care Inspectorate Wales inspection	06 May 2021
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

People receive a quality respite service from care staff who understand and anticipate their needs. Care staff are trained appropriately and have the skills required to support people with kindness and patience. Care staff feel well supported by the manager and tell us they are happy working at the service. Personal plans of care contain required information and are supported with other documentation and robust risk assessments. Documents are reviewed regularly to ensure they remain accurate. Medication processes are safe and robust. People are treated as individuals and do the things that matter to them. Food menus are planned in advance to meet the dietary requirements of the people using the service at any given time. Quality assurance monitoring takes place regularly and the Responsible Individual (RI) visits the service in line with regulatory requirements engaging with staff and people using the service. There are policies and procedures in place for the running of the service. The environment is suitable to meet people's needs but would benefit from some cosmetic redecoration. People have their own bedroom which offers privacy.

Well-being

People are treated with dignity and respect. People are given detailed information about the service which includes how to complain if they are not happy with the service they receive. There have been no complaints to the service since the last inspection and we saw a number of compliments have been received from families happy with the service provided. Quality assurance monitoring considers the views of people using the service and/or their representatives. Care staff engage positively with the people they care for and provide support with kindness and patience. People have personal daily routines and do the things that matter to them. People receive respite in a suitable environment that meets their needs with single bedrooms providing personal space.

People receive care without delay. People and/or their representative are involved in care planning processes and their views and wishes are considered when planning a respite stay. Personal plans of care clearly outline how people should be cared for and are supported by risk assessments where required. Documentation is reviewed regularly and updated when required to ensure it remains up to date. Care staffing levels at The Willows are determined by the number of people receiving respite at anyone time and always ensure that there is sufficient staff to meet peoples needs. Medication processes within the home are robust to reduce risk of medication errors. Care staff receive appropriate training and have the skills required to care for the people they support. Care staff receive appropriate support and feel valued working at the service.

People are protected from abuse and harm. The Willows has a robust safeguarding policy in place and all staff receive training in the safeguarding of adults at risk of abuse. Safeguarding referrals are made when required and Care Inspectorate Wales are notified of any incidents. The building is well maintained and safety checks of equipment are completed correctly. Fire safety measures are in place. Hazards have been reduced and regular cleaning takes place. Care staff are recruited safely as pre-employment checks are completed and there is a system in place to renew Disclosure and Barring Service (DBS) certificates when required.

Care and Support

People get the right care at the right time. Care staff levels at The Willows are sufficient to meet the needs of the people staying at the service. Care staff understand the needs of the people and are able to anticipate the needs of people who cannot communicate their needs. Personal plans of care contain detailed information about people's needs and how they should be met. There are risk assessments in place and extra detailed information available for staff to be fully informed of people's conditions. These documents are important as they guide staff on how to care for people correctly. Personal plans of care are reviewed regularly to ensure they remain accurate and the provider also reviews people's needs before and after every respite stay. This is very good practice as people's needs can change significantly between respite stays. Medication processes at the service are safe and robust. Medication is stored securely and administered safely. There are Medication Administration Record (MAR) charts in place which detail what medication should be given and when. Charts we viewed were completed correctly with all required information.

People are treated as individuals. Respite stays at The Willows are person centred and tailored to meet individual needs. People have their own daily routines and are free to spend their time as they choose. Some people are supported to continue to attend their usual community activities while others choose to attend alternative activities during their stay. People and/or their representatives are included in pre-admission assessments which ensures the service can meet people's needs prior to them entering the service. Personal plans of care detail people's likes, dislikes and preferences of how people prefer their care to be delivered. People have their own personal activity plans and do the things they enjoy. Care staff levels at the service ensure people always have opportunity to access the community if they wish. Food menus are prepared in advance and consider the preferences and/or dietary needs of people staying at the service at any given time.

Environment

People receive respite in a suitable environment. The Willows is located in a residential area of Barry that benefits from local amenities and good transport links. The building comprises of two floors but people are accommodated on the ground floor only and do not access the first floor where the manager's office is located. There is ample communal space within the home and a pleasant outdoor space which people are free to use as they wish. The flooring throughout the service enables people to move around independently using walking aids and wheelchairs. The bathrooms and toilets within the service are clean and in good working order. The home is warm and clean throughout but requires some cosmetic redecoration. We were advised by the manager there are plans to redecorate the home imminently. The Willows has a Food Standard Agency score of 5 (very good). During their stay people have their own bedroom which offers opportunity for personal space and privacy. People are encouraged to bring personal belongings with them to make their stay as pleasant as possible. Bedrooms we saw are clean, warm and spacious.

People can be assured the environment is safe. On arrival to The Willows, we were greeted by the manager who checked our identification and asked us to sign the visitors book before entry was permitted. The building is well maintained and hazards have been reduced as far as practically possible. Harmful chemicals are locked away safely and there are window restrictors in place. There is equipment in place to promote people's safety and independence. This equipment is serviced regularly to ensure it is safe and remains fit for use. There is a fire risk assessment in place and all staff attend training on fire safety. People staying at the service have a Personal Emergency Evacuation Plan (PEEP) in place. PEEPs are important as they guide staff on how to evacuate people safely in the event of an emergency. Fire alarms and emergency lighting are tested regularly.

Leadership and Management

People benefit from the leadership and management in place. The Willows has an RI with good oversight of the service and a manager who is registered with Social Care Wales, the workforce regulator. There are policies and procedures in place for the smooth running of the service which are reviewed and updated regularly. The manager understands legal requirements of caring for vulnerable people and makes applications to the Deprivation of Liberty Safeguarding (DoLS) team when required. This ensures stays at The Willows are lawful where people lack the mental capacity to make decisions in regard to their care and accommodation. Safeguarding referrals are made to the Local Authority safeguarding team when required and monitored regularly. Quality assurance monitoring takes place regularly which evidences the provider is committed to providing a quality service and making improvements when required. The RI visits the service regularly and engages with care staff and people using the service. There have been no complaints to the service since the last inspection. Care Inspectorate Wales are notified of any incidents as set out within the regulations.

People are supported by competent staff who are safely recruited. Care staff we spoke with told us that they are happy working at The Willows and described the manager as “*really good and approachable*”. Care staff told us they have a good work life balance and are encouraged and have opportunity to progress in their career. All staff receive supervision in line with regulatory requirements which is important as this is an opportunity for staff to discuss any practice issues or needs in a formal setting that is recorded. Care staff receive appropriate training in regard to the roles they undertake and feel well equipped to do their jobs. We examined a selection of 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. These checks are important as they determine a person’s suitability to work with vulnerable people. The vast majority of care staff working at The Willows are registered with Social Care Wales.

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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