



# Inspection Report on

**Avalon**

**13 Kyveillog Street  
Cardiff  
CF11 9JA**

## **Date Inspection Completed**

28/10/2021

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## About Avalon

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	PARKCARE HOMES (NO.2) LIMITED
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection since the service re-registered under the Regulation and Inspection of Social Care (Wales) Act 2016.
Does this service provide the Welsh Language active offer?	The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

### Summary

People are happy with the service they receive, and have positive relationships with the staff who support them. Staff care for people with dignity and respect, and ensure that independence is continually promoted. Care documentation is robust and evidences that people get the right care and the right time. Care planning is person centred and individual needs are considered. People have choice and control within their lives and so can prioritise the things that matter to them. Medication processes within the home are safe and robust. People live in an environment that is safe, warm and clean, and meets their needs. Bedrooms are individual and personal to the person occupying the room. Management have excellent oversight of the service and understand their legal requirements when caring for vulnerable people. There are policies and procedures in place for the smooth running of the home, and any complaints to the service are taken seriously. Staff are recruited safely and receive training and support to undertake their roles appropriately. Staff are happy working at Avalon.

## Well-being

People can be confident their voice is heard. People have their own personal routines and are encouraged to do the things that matter to them. Care planning documentation is developed with the person being cared for and contains their wishes and feelings regarding the care they receive. People have access to advocacy services and there is a robust complaints process in place. Management at Avalon complete regular quality assurance monitoring which includes the views of people using the service and or their representatives. The home has regular house meetings and the manager has an open door policy, so people are able to raise any issues with the manager directly if they wish. The RI completes regular visits to the service, which includes speaking to people using the service.

People get the care they need, when they need it. Staffing levels at Avalon take into account the needs of people using the service, and ensure that these needs are met. Staff have good relationships with service users and understand their needs. People are treated with dignity and respect, and are encouraged to be as independent as they can be. Care planning documentation is detailed and kept up to date, with evidence that professional support is sought as and when required. Medication is stored safely within the home and administered safely. Staff receive appropriate training to undertake their roles and are given appropriate support. People are happy with the care they receive at Avalon and speak positively about the staff who care for them.

People can be assured that they are protected from abuse and harm. Avalon has a robust safeguarding policy in place and the management understand the processes in regard for caring for vulnerable people. Safeguarding referrals are made appropriately to the local authority and stored centrally and audited as part of quality assurance monitoring. All staff receive training in how to safeguard people at risk of abuse, which is refreshed annually. People live in a safe environment, which is secure and free from hazards. Staff recruitment is safe and robust as references and Disclosure and Barring Service (DBS) checks are completed before employment is offered. DBS checks are renewed every three years.

## Care and Support

People can be assured that they have choice and autonomy over their lives. People get up when they choose, go to bed when they choose and decide how they spend their time in between. We viewed people's activity plans and saw that they are personal and are developed with the individual, and include things that matter to the person. One person we spoke to told us *"I like to use an exercise bike, so staff supported me to buy one, and encourage me to use it"*. Another person told us *"I have a part time job locally, which I enjoy. I have my own bike to get back and forth to work"*. People are consulted regarding their care documentation and what is written about them, and have opportunity to comment and input their own views. People's voices are evident throughout the documentation, which includes details of people's likes and dislikes, and how they like their care to be provided. Avalon does not have food menus as people choose what they eat and when. Some people like to cook an evening meal for everyone living within the service, but this is optional for people living at Avalon.

People get the right care at the right time. We viewed a selection of care plans and found them to be thorough, robust and reflective of the person receiving care. Care plans are reviewed regularly to ensure that they are up to date and contain all information staff need to care for people correctly. We saw evidence that people get support from internal and external professionals in a timely manner and any professional advice or guidance is then fed into care plans. Medication processes within the home are safe and medications are stored correctly. Each service user has a Medication Administration Record (MAR) chart in place which records when medication is taken. We found these charts are mostly completed correctly, but there had been one error which the deputy manager was aware of and had made arrangements for it to be rectified. Staffing levels within the home are sufficient to meet people's needs at all times. We saw positive interactions between staff and residents, with laughter and banter evident within the home. Staff understand the needs of the people they care and show kindness and care whilst doing so. Staff promote independence at all times. People we spoke with told us that they like living at Avalon and like the staff. One person said *"I like all the staff, but I do have my favourites"*.

## Environment

People live in an environment that meets their needs. Avalon is a six bedded property in a residential area of Cardiff that has good transport links and local amenities. The home is nicely decorated, warm and clean but would benefit from some minor cosmetic redecoration in places. The home is mostly odour free, but we found one area not smelling as fresh as it could do. The staff have made attempts to resolve the issue, but have given assurances that further steps will be taken to rectify this. There is ample communal space within the home, that people are free to use as they wish, and people also have access to safe outdoor space. Avalon has enough bathroom and toilet facilities to meet needs of people living at the service. People are cared for in single rooms and are encouraged to make their room as personal as possible. We viewed a selection of rooms and found them to be warm, clean and containing peoples personal belongings. People we spoke with told us that they liked their rooms and are free to spend time in them as they wish.

People can be assured that they live in a safe environment. On arrival to Avalon we found the main entrance secure and we were asked for identification before being permitted access. There are robust Covid-19 measures in place to reduce risk of the virus entering the home and we saw staff wearing Personal Protective Equipment (PPE). We took a tour of the home and found the environment to be safe, clutter free and any potential hazards have been reduced as far as practically possible. Harmful chemicals are locked away safely and windows have restrictors in place. We saw evidence that gas and electricity safety testing is completed as required and equipment is serviced as necessary. Avalon has a fire risk assessment in place and regular alarm testing and fire drills take place. 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 benefit from the leadership and management in place. Avalon benefits from a manager and deputy manager who are both registered with Social Care Wales, the workforce regulator and a nominated Responsible Individual (RI). The manager oversees the day to day running of the home, while the RI has overall accountability for the service. Staff we spoke with told us that they feel well supported and can approach the management with any issues.

There are appropriate policies and procedures in place for the running of the service and there are quality assurance monitoring processes in place to ensure that people get the best possible service at all times. The RI completes monitoring visits as required and is available to support service as required. Avalon has a robust complaints process in place and we were able to see that complaints are dealt with appropriately and taken seriously. Safeguarding referrals are made to the Local Authority, notifications are made to us (Care Inspectorate Wales) and applications are made to the Deprivation of Liberty Safeguard (DoLS) team or Court of Protection when people lack the mental capacity to consent to their placement. This indicates that the management understand and fulfil legal requirements attached to caring for vulnerable people.

People can be assured that they are cared for by staff who are well trained and supported. We found the majority of staff are up to date with training, and were given evidence of staff being booked onto courses in the near future. All staff receive supervision within appropriate timescales, which is important as this is an opportunity to discuss any practice issues or needs in a formal setting that is recorded. Supervision supports staff and ensures good practice. Staff we spoke with told us that they feel “*well trained*” and are “*supported by the company to progress their career if they wish*”.

We viewed a selection of staff personnel files and found that they contained the required information. Staff recruitment at Avalon is safe as pre-employment checks including references and Disclosure and Barring (DBS) certificates are applied for prior to employment commencing. This is important as these checks determine a person’s suitability to work with vulnerable people.





### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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	N/A

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