



Inspection Report on

Princes Street

Cardiff

Date Inspection Completed

08/01/2024

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About Princes Street

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	PARKCARE HOMES (NO.2) LIMITED
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	24 May 2022
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 living at Princes Street and have good relationships with the care staff who support them. Care documentation is thorough, robust and kept reviewed to ensure it is accurate. Referrals are made to health and social care professionals when required. People are supported to be as independent as they can be and encouraged to make their own decisions where possible. People are given detailed information about the service and their needs are assessed prior to placements starting. Care staff understand the needs of the people they care for and treat people with kindness. Medication processes are safe and robust. The Responsible Individual (RI) has good oversight of the service and quality assurance monitoring takes place regularly. There are policies and procedures to inform the operation of the service and a complaints policy if people find the need to complain. People live in a pleasant environment that is safe and meets their needs. People have their own bedrooms which offer personal space and privacy. Care staff enjoy working at the service and feel well supported and valued. Care staff receive appropriate training and feel well equipped to do their jobs. Care staff recruitment is safe and robust.

Well-being

People can be assured they have choice and control over their lives. Care staff encourage people to be as independent as they can be and to live their lives in their preferred way. People attend activities of their choice within the home and the community and are supported to manage their money. Personal plans are person centred and outline people's personal goals and how these can be achieved. People attend assessments and reviews of their care needs to ensure their voice is heard while capturing their personal likes, dislikes and preferences as to how care is provided. Mediation processes are safe and people have access to external professionals. People have their own personal space in their single bedrooms which are decorated nicely and made as comfortable as possible. There is a complaints process in place and the manager is available to speak to people.

People are treated with dignity and respect. People are happy living at Princes Street and speak positively about the care staff who support them. Care staff understand people's needs and support them with patience and kindness. People's views are sought as part of quality assurance monitoring and the RI engages with people using the service. People are given information about the service and have access to independent advocacy services. Care staff attend appropriate training to ensure they have the skills and knowledge to meet people's needs correctly. There are policies and procedures in place for the smooth running of the service and the statement of purpose is kept current. Care staff receive formal supervision and feel well supported working at the service.

People are protected from harm and abuse. People live in a safe environment that is well maintained and free from hazards. Fire safety is taken seriously and required checks are completed correctly. Princes Street has a robust safeguarding policy in place and all care staff receive training in the safeguarding of adults at risk of abuse. The manager understands legal requirements of caring for vulnerable adults and makes referrals to the Local Authority safeguarding team when required. Care staff recruitment is safe and robust. Pre-employment checks are completed prior to employment commencement. 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 are good and ensure that people do not need to wait for their support. Care staff levels are determined by people's activities and appointments to ensure they are attended without fail. Personal plans contain detailed information about people's needs and how they are best met. They are reviewed regularly and updated to ensure they remain up to date. These documents are important as they guide staff on how to care for people correctly. There are risk assessments in place where required and referrals are made to external health and social care professionals when required. Any advice or guidance is added into personal plans and followed correctly. People are encouraged to be part of care planning and review processes. Medication is stored safely and administered correctly in line with prescription. There are Medication Administration Record (MAR) charts in place which contain all required information including a picture of the person receiving medication. We found that all administered medication is signed for correctly and the effects of PRN (as required) medication is recorded correctly. Where possible people manage their own medications.

People are supported to have autonomy over their own lives. People have their own daily routines and do the things that matter to them. People decide what activities they wish to attend and when and are encouraged to maintain relationships with family and friends. Care staff have a good understanding of the needs of the people they care for and have built up good relationships. People spoke positively about the care staff and we were able to see jokes and banter being shared, making the atmosphere light and pleasant at the service. We saw care staff speaking to people nicely and encouraging them to make their own choices about the plans for the day. People are supported to be as independent as they can be but have the reassurance of care staff presence should they need them. People told us that they like living at Princes Street and feel that they receive good care. One person told us about the progress they have made which makes them proud of themselves. People have choice and control over their meals, drinks and snacks. Some people take it in turn to cook an evening meal for the whole home and care staff which they enjoy, but people have the choice of other meals if they wish.

Environment

People live in a suitable environment. Princes Street is located in a residential area of Cardiff that benefits from local amenities and good transport links. The home is set over two floors and has sufficient communal space including a large lounge and kitchen diner which enables people to spend time together to socialise or complete activities. There is pleasant, safe external space with garden furniture that enables people to spend time outdoor comfortably if they wish. There are enough bathrooms and toilets throughout the home, all clean and in good working order. We found the service warm, welcoming and clean throughout; there was no malodour present on the day of inspection. The environment is decorated nicely and the building is well maintained. We were told that any repairs are completed quickly. People have their own bedrooms which are warm, clean and spacious and offer opportunity for personal space and privacy when required. We saw care staff respecting people's personal space by knocking bedrooms doors before entering and not entering the rooms of people who were out. People are encouraged to personalise their rooms to make them as homely as possible. People told us that they like their rooms and are encouraged to value their space and belongings. One person said, "*I love my room, it has everything I need in it*".

People can be assured they live in a safe environment. On arrival we found the main entrance secure and we were asked for identification and to sign the visitors book before being permitted entry. We conducted a tour of the home and found it clutter free with hazards reduced as far as possible. Harmful chemicals are locked away safely and window restrictors are in place. The building has a fire risk assessment in place and fire alarms and emergency lighting is tested weekly. Fire drills and evacuations take place regularly. People living at Princes Street all have a Personal Emergency Evacuation Plan (PEEP) in place. PEEPs are important as they guide care staff on how to evacuate people in the event of an emergency. We saw evidence that safety testing of the building including gas and electricity safety testing takes place in line with legal requirements.

Leadership and Management

People benefit from the leadership and management in place. Princes Street 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 writes a report to support the visits. Quality assurance monitoring takes place regularly and includes seeking the views of people using the service. Quality assurance monitoring indicates the provider is committed to delivering a quality service and making improvements where required. There are policies and procedures in place for the running of the service and to guide care staff of 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. There have been no formal complaints to the service since the last inspection. We saw a number of compliments have been received from external professionals in regard to the good care being provided. The organisations statement of purpose is kept under review and up to date. This document is important as it sets out what care can be provided, to whom, how and when.

People are supported by care staff who are well trained and feel valued. Care staff are happy working at Princes Street and speak highly of the manager. One staff member said, *“the manager is always available if you need them”*. Care staff receive appropriate training which is refreshed regularly and feel able to undertake their roles correctly. One staff member told us *“We get lots of training which has been really helpful”*. Care staff receive formal supervision in line with regulatory requirements and have opportunity to speak with the manager in between if necessary. Supervision is important as it is an opportunity to discuss any practice issues or needs, in a formal setting, that is recorded. We examined a selection of care staff personnel files and found that most files contained the required information. One file was missing required information but we were assured the documentation had been obtained but not put into file. We advised the provider to update this file as soon as possible. We saw evidence that pre-employment checks, including references and DBS certificates, are applied for. 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
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N/A	No non-compliance of this type was identified at this inspection	N/A
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