



Inspection Report on

3 Cwlach Road

Llandudno

Date Inspection Completed

08/03/2023

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About 3 Cwlach Road

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Prestwood Residential Homes Ltd and CareTech Community Services Limited.
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	17 th November 2022
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

This was a focussed inspection to check the progress made by the provider with regards to areas of non-compliance identified during the previous inspection.

Well-being

People are happy with the support they receive and the environment they live in at Cwllach Road. Improvements have been made to the environment so that it is safe for people supported, staff and visitors. Support staff work with people to develop confidence and independence through 1:1 support and background support. People choose to spend their time how they want, doing the things that are important to them. Several people supported have jobs and attend social events based on their hobbies and interests.

Support staff are respectful of people's family dynamics and support them in a way they choose, having as much or as little contact as they are happy with. This has resulted in positive outcomes for both people supported and their families. We were told that people meet up with family and friends and enjoy going on home visits.

People benefit from collaborative working, where support staff work with other professionals to ensure people access services for their physical health, mental health, and overall wellbeing. One person told us they are supported by staff during reviews with their social worker and wider care team. Support staff have had further training to develop their knowledge of mental health needs which has increased their awareness of people's experiences and resulted in positive engagement with people supported.

The provider ensures records are handled and stored securely. Staff have updated data protection training and can access policies to refer to. Arrangements are in place to store records when they need to be archived. People supported are encouraged to be involved in the completion of records relating to the care and support they receive and told us they choose to keep some records such as medication administration records in their own flat as they manage their medications independently.

Care and Support

As this was a focussed inspection, we have not considered this theme in full. This will be examined fully at the next inspection.

Support staff know people well and have developed positive, trusting relationships which were clear through the interactions seen during our visit. Conversations were observed to be fun and relaxed with shared interests being discussed between staff and people supported. People told us they know where and how to access their care records, some people choose to have records such as medication charts in their own flats and others secure in the main office. People complete care records with staff and told us they have meetings every month with a member of the support team to discuss what is going well and what their plans are.

People have dedicated staff at the service which they can access when they choose. People request support to access the community and attend activities but will also carry out their daily routines independently which staff respect encouraging people to be independent. People develop their skills and confidence at the service, working to move onto independent living and staff told us that they enjoy watching people achieve their personal goals. One person told us "*Cwlach road has done its job for me*", another said they didn't think they would achieve what they have since living at the service.

Environment

As this was a focussed inspection, we have not considered this theme in full. This will be examined fully at the next inspection.

People live in their own self-contained flats within the main building and have their own keys. People are supported to carry out domestic tasks and maintain their living environment. The flats offer a large, private space composed of a lounge, bedroom, bathroom, and kitchen/diner. People's flats are decorated to their taste and reflect what is important to them. One person told us they had worked hard to furnish the flat and were proud that everything in it was theirs.

Since the last inspection the provider has worked with the estates team to ensure improvements to the environment are completed promptly so people are kept safe and live in a home, they can be proud of.

The steps at the front of the property have been replaced to provide safe access to and from the house. A previously water damaged ceiling in the home has been replastered and painted. The manager communicates with the Responsible Individual (RI) and the estates team on a regular basis to check the progress of outstanding works and plans are in place to paint the exterior of the home, however this cannot be carried out until the summer months due to the location of the home and its exposure to the elements.

Leadership and Management

As this was a focussed inspection, we have not considered this theme in full. This will be examined fully at the next inspection.

The manager ensures that records are stored and archived appropriately. This is an improvement since the last inspection visit. Staff have completed data protection training, and there is a data protection policy in place. Regular staff meetings take place and include discussions around the handling and safe management of records and data. Records are stored securely on site in a locked office or electronically on a computer which is password protected. Arrangements are in place for archived documentation to be collected and stored centrally at the organisations records management department.

People are supported by experienced staff who attend regular training in order to meet the needs of people they are supporting. Since the last inspection, staff have completed further training around mental health support including specific risks and experiences associated with this. Staff told us they have a better understanding of peoples lived experiences and one person supported told the manager that they felt staff were more approachable following the training.

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
59	The service provider has not ensured all records are securely stored in accordance with data protection legislation. Ensure all confidential documents are stored securely.	Achieved

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
44	The service provider has not ensured all areas of the premises are kept free from risks to people's safety and that they are properly maintained.	Achieved
36	The provider has not ensured all staff have completed appropriate in depth mental health training.	Achieved

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