



# Inspection Report on

**Churchstoke Short Stay**

**Montgomery**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

**Date Inspection Completed**

25/11/2022

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## About Churchstoke Short Stay

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Cartrefi Cymru Co-operative Ltd
Registered places	3
Language of the service	Welsh and English
Previous Care Inspectorate Wales inspection	08/08/2019
Does this service provide the Welsh Language active offer?	The service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

### Summary

Churchstoke Short Stay provides a respite service for adults in a homely, well-equipped environment supported by experienced and well-trained staff.

Care records and risk assessments are detailed to meet people's personal outcomes. People should be given the opportunity to contribute to their review meeting to seek their views and preferences.

People enjoy their time at Churchstoke and engage in a variety of activities. People like the rooms and enjoy choosing which one to stay in when possible. The environment has had some refurbishment which has been well received.

Staff speak highly of the manager and feel well supported. Training is thorough and up to date. Staff receive the opportunity to formally meet with the manager for supervision and appraisal, but this is not always within the required frequency. The provider assured us that this is being addressed.

The service is supported by a regional manager and a Responsible Individual (RI) who visits frequently to speak with staff and maintain oversight of the service. The RI must ensure that when completing the Quality of Care Report, that it refers directly to the registered service.

## Well-being

People are supported to choose how to spend their time at Churchstoke. Some people attend work and college whilst others see their stay as a holiday, enjoying activities with staff and trips out. People's personal preferences are respected, and documents show people are asked about their daily routines, likes and dislikes.

Health and well-being needs are met by well-trained and experienced staff. There is good communication between the service, families, and external professionals to maintain continuity of care for people.

People are kept safe by training staff to be aware of the indicators of suspected harm or abuse and the steps to take. Safeguarding policies support knowledge and processes ensure that the provider works with the local authority safeguarding board to address concerns.

Respite stays are risk assessed to consider the vaccination status and vulnerability of the person, to ensure the visits are safe. Staff support people to maintain contact with family and friends during their stay and communication is documented in daily notes. Staff are trained to use equipment which supports people with their mobility and comfort. The service is spacious and accessible, people can access the outside areas with ease and there is an accessible vehicle to support people to go into the community.

## Care and Support

Care files have detailed information gathered from a range of sources including the person, family and the funding authority. A needs assessment form is in place to identify areas of support which is reviewed and updated prior to each session of respite. Whilst the documents are detailed, people and their representatives should contribute to their reviews to share their views and preferences. Risk assessments are clear, and guidance is included within support plans for consistency of information. We saw evidence of supporting positive risk taking and whilst care staff are aware of their responsibility to safeguard people, they also respect people's right to make choices. The organisation is moving to an electronic system for care planning and intends for this be more person centred, inclusive and improve record keeping.

Care staff are knowledgeable and experienced, they are confident about their role and take pride in the work they do. Interactions with people were respectful, kind and fun. Staff understand the needs of people because they work with other professionals to ensure the plans in place meet people's personal outcomes.

Staff told us they feel well supported and have the training they need to do their job. One staff member said, *"I can't praise Cartrefi enough for what they do for people and staff, people are treated well."*

People or their representatives are asked about what they would like to do during their stay at Churchstoke. Some people like to keep their usual routine of work or college whilst others like to view their stay as a holiday, enjoying days out to the local area or seaside. People are encouraged to maintain their independence in areas of personal care, medication and daily household tasks. The staff support and encourage people with developing new skills to meet personal goals.

People are protected through safe recruitment procedures, training, and guidance from policies. Staff told us they are confident in raising concerns with the manager and always have someone they can contact for support. Incidents are reported and appropriate action taken. The organisation has a behavioural specialist who supports with reviewing incidents and discussing support plans.

Medication is managed safely within the setting. Medication is stored safely in a medication cabinet for staff to administer or for those self-medicating there is a lockable facility in each room. Staff have medication training and annual competency assessments.

## Environment

Churchstoke is a large bungalow on a quiet residential estate comprising of three bedrooms, one shared bathroom, one accessible toilet and several communal areas including a kitchen.

The service is well equipped to meet people's mobility needs with the availability of hoisting equipment, profiling beds and other support aids, all which are serviced. Maintenance concerns are reported to the landlord and addressed promptly. There has been a period of redecoration where new linen, curtains and bedroom furniture has been purchased with further plans for painting and new furniture in the lounge.

Staff receive regular training to ensure they are knowledgeable and confident in the use of the equipment. People can choose between having a bath or a shower in a large wet room with ceiling hoist to access the bath. People benefit from an accessible vehicle to enjoy social experiences.

People can choose to spend time in the communal kitchen/diner or lounge, there is also easy access to a patio area which looks out onto the countryside. Outdoor areas are well kept and refuse areas are clean and tidy.

Health and Safety checks are in place to ensure the environment is safe for people. Infection prevention and control procedures are followed which includes deep cleaning in between visits.

## Leadership and Management

People benefit from staff that are supported in their role. Staff receive comprehensive training in a range of subjects, some which is person specific and supported by external professionals. All staff complete the same training to ensure consistency of care and to support people in whichever respite service they are accessing. Staff attend regular team meetings and communicate using an app on their work specific handheld devices as well as a communication book within the service.

A statement of purpose and service user guide tells people about the service and the facilities. Both documents are accessible, and the service user guide is in an easy read format. The provider must ensure that the most up to date copies are within the service. Copies of policies and procedures are available in the service with others accessible online. There is a copy of the more than just words, active offer document, most recent CIW report in both Welsh and English and some staff are Welsh speaking.

Arrangements are in place to ensure the quality of the service through the internal quality audits by the management team. The responsible individual visits Churchstoke to speak with people using the service and staff. This is an opportunity to review documentation and discuss developments for the service.

The Quality of Care Report does not refer to Churchstoke or contain any information specific to the registered service. The provider advises that this may be due to respite provision being closed during the pandemic. The provider must ensure that the report contains the required information and evaluate the quality and effectiveness of the service being delivered.

### 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
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36	Staff do not receive supervision and appraisal within the required timescales.	New
80	The Quality of Care report does not directly refer to or contain information specific to the registered service.	New
16	We were unable to evidence that people or their representative had been involved in the review process.	New

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