



Inspection Report on

Church View

**Church View Care Home
13 St. Martins Road
Caerphilly
CF83 1EF**

Date Inspection Completed

31 May and 01 June 2022

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About Church View

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	HC One Limited
Registered places	45
Language of the service	English
Previous Care Inspectorate Wales inspection	10 May 2021
Does this service provide the Welsh Language active offer?	Yes. 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

Church View offers people a home with a 'family' feel, and support from all staff who show care and respect. Personal plans and documentation need to improve but there is no impact on people as a core of experienced staff know people well. People have access to external healthcare. A programme of organised activities encourages people to stay physically and mentally healthy.

The environment is undergoing some improvements. The service provider has been made aware of some additional improvements that can be made to ensure risks to people are reduced. Pleasant indoor and outdoor areas allow people space to socialise.

The service provider is in the process of registering a responsible individual to have oversight of the service. Interim measures and a good higher management structure are in place, but the absence of a manager for this service has had some impact, with tasks to be completed on a day-to-day basis lacking the detail required. The support of staff is an identified area for improvement which the service provider is addressing.

Well-being

People are provided with information, and are consulted about their care and support needs before becoming a resident in the home. People can choose to personalise their bedrooms to make their surroundings more homely. Where people find decision making difficult, they have suitable representation, with good communication between the service and families. People are observed being offered choices, with careful, considered ways of making information easier for those who require this. Care plans are reviewed on a regular basis to ensure people are consulted about their care and support. They are also offered opportunities to inform the service provider of suggestions to improve their care and the service on a more formal basis.

Health professionals are involved in people's care and confirm that the care provision at the service is good. People have access to podiatry, opticians and other services to help them remain as physically able as possible. Activities organised within the home help people to engage and maintain good mental health. People have support to take their medication regularly, and are assisted to access the doctor if this is required, including for reviews.

Care workers receive training on how to safeguard vulnerable adults. They also receive appropriate training around moving and handling, and other key subjects in order to provide care in a safe manner. While the environment is mostly safe, there are some improvements the service provider can make to reduce the risk of harm from identified hazards. All care workers need to undergo specialist training to ensure they have an awareness of specific care needs of some people. Equipment is in place to support people and ensure they can get the help they need, when they need it.

There is a 'family' feel within the home where everyone is important and the motto of the service 'be kind' is practiced. Care workers and other staff are respectful of everyone. People receive the right care as regular care workers know individuals well. Some improvement is required around the care plans and related documentation so that key information is available to ensure people receive the correct care.

Care and Support

Care workers are observed to be kind and considerate, and people observed to be well kempt. People benefit from all staff providing good interaction, especially during mealtimes, when the catering staff are seen having meaningful discussions with individuals. People and their families told us they had no concerns about the service, care or staff. Organised activities provided through a talented coordinator offer people opportunities to engage with others and provides a richness to each day. We observed people spontaneously getting up to dance with each other during an afternoon of songs and laughter.

Assessments are documented prior to people being offered care at the service. Some of these lack detail to ensure the person's needs are fully considered but this has improved as the member of staff, who is now responsible for this, has a better understanding of the process to follow. There had been a recent time when admissions to the service could be considered unsafe, but again, current management demonstrate a better understanding, with controlled admissions to minimise the risks to people. We have been assured that these improvements will be sustained.

The service provider has a clear format for 'personal plans', and 'care plans' within this give opportunity to risk assess and record details around people's needs and how care will be provided. However, we found these were inconsistently completed, with gaps in important information. We also found gaps in documents that support the personal plans, such as records of people's weight. Other documents that record timing of care provision are of concern as the information does not accurately reflect the time of care provided. Other care records had some gaps. Issues surrounding personal plans and related documentation have been raised with the area director and responsible individual, who have given assurances that they are reviewing these areas as a priority. We expect the service provider to ensure improvement is made and will test this at the next inspection.

Medication administration is delivered safely, and where issues arise, these are managed in an honest and transparent way, with appropriate action taken. People receive appropriate care and support, and health professional involvement is provided as required.. A health care professional told us they had no concerns with care of people at the service and communication was good with the management around people's needs. We observed good fluid and nutrition provision, and nurse calls being answered in a timely manner to provide the support people required. When people lack capacity, relevant referrals are made to ensure they have representation. The individual or their representative are involved in the review of care on a regular basis.

Environment

The service provider has systems in place to monitor and maintain the environment. A program of renewing elements of the environment is underway and on the day of our inspection visit the living room carpet was being replaced, in addition to equipment in some other rooms. The management of this considered the disruption to individuals living in the home, and minimised this as far as possible, however, we found that additional measures could have been put in place to keep people safe during this work. The person in charge took immediate action to address issues we identified, such as securing rooms where chemicals were accessible.

The home is well equipped to support people living there. Equipment such as lifts are in working order. A working nurse call system is in place and we saw that everyone had access to this in their own rooms. When people lack the capacity to use the nurse call system they have appropriate sensor equipment in place to alert care workers. Other equipment includes specialist beds that lower for those who may be at risk of falling from bed.

Communal indoor spaces are large, but social interaction is encouraged in these areas as furniture is arranged so people can sit in smaller groups and engage in conversation. Suitable dining space is available. The rear garden is enclosed with good access to level patio area. The home is secure and care workers follow robust procedures when visitors are entering the home to safeguard people. Generally, the home is warm, bright and welcoming. People can personalise their own rooms if they wish.

Infection control procedures are followed and the service provider minimises the spread of infections, safeguards people. Personal protective equipment is available throughout the home and we saw care workers using this appropriately. Cleaning regimes are in place and the home is generally free of malodour. During our evening inspection visit we found improvements could be made around cleaning that would benefit people living in the home, such as ensuring paper towels are available in every bedroom, spills around commodes in bedrooms needed to be attended to, and odour in one bedroom investigated. For people who do not have capacity, we found daily housekeeping tasks are not being followed, such as making sure trailing cables from profiling beds do not pose a trip hazard. While staff took action to address issues in the environment that we identified as part of the inspection we expect the provider to improve monitoring to ensure the health and safety of individuals is protected. This will be considered at the next inspection.

Leadership and Management

The service provider has nominated a person to be an interim responsible individual. A responsible individual (RI) has been nominated and is currently going through the registration process with the regulator. An area director supports the oversight of the service. They are proactive in identifying issues that may impact on service delivery and take action to support the service. They are currently ensuring day to day management of the service is undertaken effectively while the service provider seeks to employ a registered manager. There is an experienced, knowledgeable administrator who ensures the smooth daily running of the service, alongside a deputy manager.

Policies and procedures provide clear guidance for care workers. Documents to inform people about the service are in place and available. A management system is in place to support the administrative tasks. Area directors access monitoring tools to help them consider and provide suitable resources to provide safe, effective care. Staff and people are consulted about the service through meetings and visits from the RI.

Care workers are safely recruited, have good induction and ongoing training. Training does not always take into account the specialist knowledge required to support people with specific needs. The RI has explained how this will be addressed immediately. This is an area of improvement that we will test at the next inspection.

Most staff have one to one supervision meetings with a line manager. We were not provided with evidence of effective supervision and support of the relatively new deputy manager. This was addressed immediately by the area manager. We expect the service provider to improve the support and development of staff and we will test this at the next inspection.

The home has relied heavily on use of agency care workers at times. While staffing levels are in line with that described in the 'statement of purpose,' the service provider has not always considered the impact of having staff on duty who are less familiar with the home. Some care workers told us that they felt staffing levels during the night were not appropriate. Whilst we did not find this to be the case based on people's dependency considerations, the service provider has reviewed the current staffing levels within the home and adjusted these to reduce the risk of impact on people living in the home.

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
6	Requirements in relation to the provision of service (Regulation 6): The service provider had not ensured that the service is provided with sufficient care, competence and skill, having regard to the statement of purpose. Effective action must be taken to ensure the service provider has robust oversight and governance of the service to establish, develop and embed a culture, which ensures the best possible outcomes are achieved for individuals using the service, and to meet the requirements under the Regulations.	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
44	The service provider is not ensuring that the environment is free of hazards that may pose a health and safety issue to individuals using the service.	New
15	Personal plans do not always reflect the person's needs.	New
36	The provider is not ensuring there is effective support of staff.	New

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