



Inspection Report on

Cwmbran House

**Cwmbran House
Five Locks Road
Cwmbran
NP44 1AP**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

11/12/2023

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About Cwmbran House

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Hafod Housing Association Ltd
Registered places	56
Language of the service	English
Previous Care Inspectorate Wales inspection	22 nd June 2023
Does this service promote Welsh language and culture?	This 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

People at Cwmbran House are happy and live fulfilled lives. Dedicated care workers know people well and treat them with dignity and respect. Care and support is delivered in a personalised manner and in-line with personal plans. People are happy and healthy and get the right support to maintain physical wellbeing. It is anticipated that improved personal plans which focus on emotional wellbeing will be developed by mid-2024. Recreation activities are varied and plentiful. A newly established activities coordinator has developed an improved activities programme to help keep people stimulated. People are encouraged to maintain close personal relationships with family and friends, who can visit the service at any time.

People are mostly safe. Suitably recruited and well supported care workers deliver safe and effective care. Medication management requires strengthening to ensure people's wellbeing.

Good governance arrangements underpin a smooth and effectively run service. A newly established clinical lead has impacted positively on the service. Improved quality assurance systems help identify trends and areas for improvement. Several comprehensive improvement plans are anticipated to improve the service further in 2024. The Responsible Individual (RI) knows people well and has good oversight of the service. Records of RI visits are completed in-line with the regulations.

Well-being

People have control of their day to day lives and are consistently offered choice. People spend their time where they want within the home, and partake in activities of their choosing. People are welcome to relax in their own bedrooms or in quiet areas of the home. Likewise, people can choose to socialise with others in lively communal areas. Care workers ask people how they would like to be presented, i.e., how they would like their hair styled and what clothes they would like to wear. Care workers reliably offer people a choice of drinks, meals, and activities.

People receive care in a dignified manner. Care workers adapt their communication and care delivery to meet individual needs. People live in an environment that helps them achieve wellbeing and promotes a sense of belonging. Families and friends are encouraged to visit the service at any time to promote people's relationships. People's spiritual needs are met via in-house church services. To promote community presence, the service welcomes residents of the local area to engage in regular coffee mornings. Regular resident and family meetings ensure people's voices are listened to. Feedback from these meetings is used to enhance people's wellbeing. Visitors to the home told us the service has taken positive steps to improve people's wellbeing since our previous inspection.

People's physical wellbeing is promoted via improved care planning documentation. People are healthy and get the right care and support, as early as possible. People mostly appear happy. Emotional wellbeing is promoted via a homely environment and an improved activities programme. However, personal plans are not always co-produced with people or their families, and are not outcome focused. It is anticipated that new and improved wellbeing focused plans will be developed for all people by mid-2024. This will include individual wellbeing outcomes to further enhance people's overall wellbeing.

People are mostly safe from harm and abuse. Care workers are suitably trained and know how to raise a safeguarding concern. People are encouraged to raise any concerns and complaints. 'How to make a complaint' literature is displayed around the home. The provider is in the process of developing a reader-friendly complaints poster for people with different communication abilities. Medication management requires strengthening to ensure people are safe. We identified some weaknesses in medication administration and handling which has impacted on people's wellbeing. We acknowledge action had already been taken to mitigate further medication errors prior to our inspection.

Care and Support

People receive care in a way that is meaningful to them. Care workers treat people with kindness and demonstrate a clear understanding of their individual needs. Care is delivered in a dignified and kind manner. Care workers adapt their care giving to people's emotional state and use person-centred knowledge to alleviate any anxieties. A good use of tactile support, such as handholding, provides people with a sense of comfort and warmth. We observed care workers taking the time to have meaningful one-to-one engagement with people, such as engaging in reminiscent conversations and styling their hair. We also observed care workers engaging people in light-hearted and fun group activities. We received positive feedback about care workers. One person told us *'I feel well looked after. We have some really lovely staff here. They care about us.'* A visitor to the service told us *'Staff do not appear rushed and spend time with people.'* Another visitor told us *'The quality of care has improved'* since the time of our last inspection.

A dedicated activities co-ordinator organises a wide range of activities for people, such as boardgames, arts and crafts sessions, and sing-along sessions. A variety of performers regularly visit the home to provide entertainment. The purchase of a new minibus is hoped to increase community-based activities in 2024. One person said they enjoy the activities on offer and told us *'They keep us busy here'*. A visitor to the home described activities as *'Plentiful'*, whilst another told us *'People always appear stimulated.'*

People's personal plans have improved since our last inspection. A new clinical lead has made personal plans more reflective of people's health needs. Regular health assessments help identify any changes in health needs, and clinical support is sought promptly when needed. Risk assessments identify associated risks and help to keep people safe. A visiting health professional told us *'I have no concerns from a clinical perspective'*, and acknowledged that personal plans are always updated following clinical feedback.

Some effort has been made to make personal plans emotional wellbeing and outcome focused. Further improvement is needed to ensure all personal plans are co-produced with people and their family to include what is important to them. We acknowledge the provider has already identified this need for improvement. A new electronic care planning system will be introduced in early 2024 which is wellbeing focused. A further plan to develop individual wellbeing goals for all people is also in progress.

Medication management has improved since our previous inspection. However, safe handling and administration practices need to be more robust to effectively safeguard people. We acknowledge the provider has taken action to mitigate the risk of medication errors by implementing daily counts. The new clinical lead has developed an improvement plan to remedy other issues we identified.

Environment

The environment is suitable for people living at the service and enhances their wellbeing. Relevant adaptations and the provision of support aids promote people's independence. The service is built over one level with wide corridors to allow wheelchair access. The home is split into three different communities; all communities are homely, well decorated, and furnishings are in a good state of repair. People can freely access their community and enjoy lively communal spaces. People can make use of a hair salon and are welcome to relax in themed nooks and quiet seating areas around the service. Communal areas are clean and free from clutter. Outdoor areas are well maintained and safe.

People can decorate their bedrooms to reflect their tastes and preferences. We observed personalisation in people's bedrooms, such as the display of personal trinkets, artwork, and photographs.

People live in a safe and well-maintained environment. Visitors are asked to sign in on arrival. The manager has good oversight of health and safety. Fire drills and in-house health and safety audits are carried out regularly. Maintenance checks are undertaken on relevant equipment. Health and safety certificates evidence routine inspections have been carried out by external agencies. We observed care workers using personal protective equipment appropriately. Effective cleaning and maintenance schedules promote hygienic practices and reduce the risk of infection.

Leadership and Management

People are provided with accurate information about the service. The Statement of Purpose reflects the service provided, which helps people choose a home which can meet their needs. A thorough pre-admission assessment determines whether the service can safely meet a person's needs. Key policies underpin safe and consistent practices.

People benefit from the good leadership and governance arrangements in place. Management has good oversight of the day-to-day running of the service. Improved quality assurance audits help to identify areas for improvement. Outcomes of improvement actions taken are not always documented. We were offered assurance this would be going forward. The Responsible Individual (RI) has a regular presence at the service and is familiar with people living there. Feedback is sought from people, their families, and care workers to aid continuous development and improvement of the service. Findings from RI visits are recorded in-line with the regulations. The RI maintains open communication with Care Inspectorate Wales (CIW) and submits notifications of notifiable events in-line with the regulations.

People are supported by care workers who are valued by the service provider. Care workers are safely recruited and undergo a thorough probationary period before being signed off as competent for the role. Some improvements are needed to Care worker training so that people are supported by care workers who have the necessary knowledge, competence, and skill to carry out their roles safely. Management offered us assurance this is being acted on as a matter of priority. We will consider this at our next inspection.

Most care workers are up to date with supervision. An improved supervision matrix will be developed by early 2024 to ensure all care workers are supervised in-line with regulatory requirements. All care workers we spoke to offered positive feedback about the service and told us they feel well supported by management. One care worker told us *'I've had amazing support, especially from the team leaders. They are always checking if I am OK...It's nice when you feel you have support. I feel valued.'* Another care worker told us *'I love my job. I've never had any problems. I've always had support off my manager. I feel supported. Management are approachable.'*

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	The Service provider must ensure the service is provided with sufficient care, competence and skill, having regard to the SOP.	Achieved
21	The service provider must ensure that care and support is provided in a way which protects, promotes and maintains the safety and well-being of individuals.	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
15	Personal plans do not include outcomes to improve people's wellbeing.	New
58	Medication procedures to be more robust to ensure people's safety and wellbeing.	Not Achieved
25	The service provider must ensure that individuals are treated with dignity and respect.	Achieved
34	The service provider must ensure there are sufficient number of suitably trained and competent staff working at the service.	Achieved

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