



# Inspection Report on

**52 Narberth Road**

**Cardiff**

## **Date Inspection Completed**

27/01/2023

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## About 52 Narberth Road

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Pilipala Care Ltd
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	[Manual Insert]
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, but aims to in the future

### Summary

The service is welcoming, and people are encouraged to make choices and remain as independent as possible. People are supported to do things that make them happy, including visiting the community and taking part in activities outside of the home. Family members describe the service as “*Marvellous*,” and the consistent care team are described as “*Friendly and helpful*.” People’s health and social needs are considered, and support given to achieve goals related to these. Good documentation is in place to record this.

Systems are in place to monitor, maintain and improve the environment. The majority of planned refurbishment has taken place, with people involved in decision making around the décor. People are proud of their personal room and enjoy spending time here as well as in communal areas. All areas are warm and bright. An enclosed, safe rear garden gives opportunity for outdoor activities.

The responsible individual (RI) has oversight of the service and is supported by the registered manager to ensure the quality-of-care provision is of a good standard. They are experienced in provision of care for vulnerable adults. Care workers are recruited safely, have training appropriate for their role, and are registered with the workforce regulator. The provider ensures that documentation to support the smooth running of the service is reviewed regularly and is up to date.

## Well-being

People know and understand what care, support and opportunities are available and use these to help achieve their well-being. Information about the service is available but before becoming a resident at the home, people are supported to visit and ask questions to find out as much as they can about the service. The provider has thorough assessment processes in place, so they are fully aware of people's needs and how they like to be supported. Documentation in 'Personal Plans' explain to care worker the support people need, and though this could be better organised, care workers can follow them. People who do not communicate easily, or find decision making difficult, are supported with this. Care workers know people well and take time to explain and give re-assurance. The provider is aware of activity opportunities in the community, and while some of these have stopped during the pandemic, they are supporting people to find alternatives. People are consulted daily about what they would like to do and more formally through regular care plan reviews. For younger people, consideration is given to supporting them with access to education and work. People are supported to attend health appointments and to understand the information given during these so they can make choices.

The provider ensures people are safe and protected from abuse. A safe, secure environment is provided, with risk assessments in place to identify areas where people may need extra support, for example, with small steps between rooms. Staff are recruited safely and have the relevant checks to ensure they are fit to work with vulnerable adults. They are also registered with the workforce regulator. All staff, including the RI, take time to build trusting relationships with people so they feel safe and can feel confident that if they reported a concern to a member of the staff team, that this would be acted upon. Professionals are involved with people to undertake regular reviews of the care, and doctors undertake regular medication reviews. The provider has governance systems in place to monitor and improve the service. Care workers receive appropriate training and all staff are aware of the procedures to help safeguard vulnerable adults and know how to report concerns. Medication administration is safe and the service has the highest level of Food Standards' rating. Systems are in place to support people who can access the community independently, so they maintain contact with the service at agreed times to ensure they are safe. Representatives of people living at the home tell us that their family member is "*Well-looked after,*" and they have no concerns about the person's well-being and safety.

## Care and Support

The provider considers people who live at the service and how they will be impacted before inviting a new person to view the home to take up residency. They also consider the individual and their needs, making sure that the service can accommodate these before they are offered a service. People have sufficient information before they choose to live at the service, and are generally supported by a social worker or advocate. Information is gathered as part of an initial assessment and is used to develop risk assessments and a 'support plan.' Care workers have access to the information and use this to support the person appropriately, but the information is not always recorded in one place, making it difficult to follow. Care workers also have extensive knowledge of individuals and their preferences which are not recorded. There is no impact on people and the provider is addressing the need to give clear care needs and directives for staff in the 'support plan.' We observed individualised care being delivered by kind care workers who showed patience and understanding, while ensuring people were encouraged to undertake tasks for themselves. Reviews of support plans take place with some evidence that people or their representatives are involved. This needs to be more consistently recorded.

People have access to health professionals and social workers, with routine check-ups and treatments recorded. Supplementary documents around health and daily records of care are good. Further consistency in the recording of people's reactions and responses would enhance daily records to demonstrate how the service is meeting people's identified goals. People have their medication reviewed with an appropriate health professional and medication is administered safely. People's fluid and nutritional intake is monitored, and weights routinely recorded. When people need to be referred for more specialist health or social care, this is completed. People make decisions about their day-to-day life and are encouraged and supported by the care workers to do this. We saw appropriate referrals made to the 'Deprivation of Liberty Safeguard' authorisation service when people could not understand dangers and needed support to stay safe through restrictions placed upon them, such as only being able to access the community with support.

People are encouraged to do things that matter to them by a very calm and supportive team. People, who are able to do so, visit the community independently, while others are supported to do this or take part in arranged activities. On the day of inspection, we saw people going out for lunch, commenting that they really enjoyed themselves when they returned. We saw people encouraged to say what they would like to do and when, with one person supported to cook their own meal using fresh ingredients. A family member of one person told us that the service is "*Very good*" and "*They really look after them*". Where people can display behaviours when they become anxious, care workers are aware of how best to support the individual.

## Environment

The service provider is working on a programme of refreshing the environment, having identified the need to update the facilities and décor when taking over the service as the new provider in July 2022. On the day of inspection, people were proud to show us their bedrooms, having been part of the consultation process, choosing colours and furniture. People are surrounded by items that are important to them. Private and communal bathrooms have been refurbished in consultation with people, now accommodating showers that promote more independence, replacing difficult to access baths. Communal areas are bright, warm and welcoming, giving ample space for people to be able to spend time with others, or with visiting family.

People are able to easily move around the home, with some bedrooms on the ground floor offering accommodation for those who find stairs difficult to negotiate. Kitchen and laundry facilities can be accessed easily by people so that their independence is promoted with daily living tasks. The provider plans to develop a second kitchen which will be more accessible. An enclosed rear garden offers people opportunities to take part in outdoor activities such as planting and gardening, however the provider is planning on further development of this area to maximise the space and offer more activities, making gardening easier through the addition of raised beds.

Systems are in place to monitor and maintain the environment and services within the home, including electricity and gas. While all aspects of health and safety regarding the environment are considered, the provider is working on risk assessments that will ensure this is more detailed, including consideration of prevention of legionella and scalds from hot surfaces or water. The majority of radiators are covered to prevent scalds from hot surfaces, with only the most recently installed radiator requiring a cover; the responsible individual took immediate action to address this. Most chemical items are kept in appropriate locked cupboards, but some laundry detergents are accessible. This is not an issue at present as there is no risk to people currently living at the service, but risk assessments need to be in place to evidence this.

The service has received the highest possible score of '5' through the Environmental Health Food Standards Agency. We found good practices within the home relating to food storage and preparation. Cleaning schedules are in place and followed by care workers. People are encouraged and supported to help keep their own personal space clean and tidy.

## Leadership and Management

The service provider has nominated a responsible individual, RI, to oversee the quality of care delivered. The RI is undertaking their duties with due diligence and has worked with the registered manager during the six months since they registered with the regulator to identify and implement updating of the environment, systems and documentation. A 'statement of purpose', policies and procedures are reviewed regularly and updated to reflect current legislation and service provision, including 'Safeguarding.' The medication policy has been reviewed but the RI is going to cross reference with current guidelines to ensure there is sufficient information regarding medication that is prescribed "as and when required", and administration of homely remedies.

The RI has undertaken reviews of the service in line with regulatory requirements every three months, and considers the quality of care delivered after six months, but is present at the service on a weekly basis supporting constant monitoring. A registered manager has responsibility for the running of the service and has systems in place to support regular monitoring and improvement. Audits, including audits of medication are conducted and form part of the quality assurance. The financial viability of the service was discussed with the RI who gave assurances on behalf of the provider that there is no concern regarding this. The service has received many compliments from people's representatives and professionals, and people tell us that the transfer of the service from one provider to the other has been smooth.

People are supported by a consistent care team, with current staff transferring over from the previous provider, ensuring that people are supported by familiar faces. All staff benefit from regular meetings with the RI and manager. Personnel files contain all relevant documentation. Safe employment processes are followed including the renewal of checks for employees to ensure they are fit to work with vulnerable adults. All staff have relevant qualifications and are registered with Social Care Wales, the workforce regulator. Care workers have regular, well documented supervision meetings with a line manager so they can review their progress and discuss any concerns. The registered manager has supervision meetings with the RI to discuss performance as part of weekly reviews and is happy with this arrangement, though the minutes of such meetings are not signed by both parties. The RI and manager took immediate action to address this. Staff receive training suitable for their role using digital training, but further face-to-face training has been booked as it becomes available following the recent pandemic. Care workers feel valued and tell us the management is "*Amazing.*"

### 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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N/A	No non-compliance of this type was identified at this inspection	N/A
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**Date Published 28/02/2023**