



# Inspection Report on

**90 Windsor Road**

**Penarth**

## **Date Inspection Completed**

25/10/2023

**Welsh Government © Crown copyright 2023.**

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk)*  
*You must reproduce our material accurately and not use it in a misleading context.*

## About 90 Windsor Road

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Ocean Community Services Limited
Registered places	4
Language of the service	English
Previous Care Inspectorate Wales inspection	This was the first inspection since the home registered with Care Inspectorate Wales.
Does this service promote Welsh language and culture?	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

Care staff have a good understanding of the needs of the people they care for and do so with kindness and patience. Care documentation is thorough, robust and clearly outlines people's goals for the future and how these can be achieved. Personal plans are reviewed regularly to ensure they remain accurate. We saw people receive support from the internal care team and external professionals when required. People are treated as individuals and encouraged to be as independent as they can be. People attend activities of their choice and are supported to maintain relationships with family and friends. The Responsible Individual (RI) visits the service regularly and people's views are sought as part of quality assurance monitoring. There are policies and procedures in place for the running of the service and people are given detailed information about the service. Care staff receive appropriate training, supervision and feel valued working at the service. People live in a suitable environment which is safe and meets their needs. People have single bedrooms that are personalised and offer space and privacy.

## Well-being

People are treated with dignity and respect. Care documentation is person centred and captures people's individual needs and how they should be met. Care staff are suitably trained and have the skills required to support people. People have access to an internal professional care team and also attend appointments with external health professionals without delay. Care staff have positive relationships with the people they care for and treat people kindly. People are given detailed information about the service and have access to a robust complaints process. The RI engages with people during monitoring visits and people can access the manager to discuss any concerns. There are policies and procedures in place for the smooth operation of the service and quality assurance monitoring takes place regularly.

People can be assured they have autonomy over their own lives. People are encouraged to be as independent as they can be and to make their own choices where possible. Independent advocacy is available should it be required. People are included in care planning and review processes and their views are included in personal plans of care. People have their own activity plans, daily routines and do things which matter to them. Care staff communicate effectively with people and have a good understanding of people's needs and their future goals. People have their own bedrooms which are warm, clean and comfortable. People are supported to choose the décor for their rooms and encouraged to make the space as personal as possible. Care staff respect people's privacy and personal space.

People are protected from abuse and harm. 90 Windsor Road has a robust safeguarding policy in place and all care staff attend training in the protection of adults at risk of abuse. Safeguarding referrals are made when required then stored centrally and monitored closely. Care Inspectorate Wales are notified of any incidents as outlined in the regulations. Care staff recruitment is safe and robust. Pre-employment checks are completed correctly and there is a system in place to renew Disclosure and Barring Service (DBS) certificates regularly. People live in a safe environment which is well maintained and hazard free. Fire safety measures are in place and safety testing of the building is completed correctly.

## Care and Support

People get the right care at the right time. A pre-admission assessment is completed and people visit the home before they move in to ensure their needs can be met by the service. Care staff levels at 90 Windsor Road are good and ensure people do not need to wait for the care they need. Care staff have a good understanding of the needs of the people they care for and do so with patience and compassion. We were told one person prefers not to communicate verbally so steps are taken to facilitate an alternative method of communication. Personal plans of care detail people's needs and how they should be met and are supported by risk assessments and other documentation where required. Documents are reviewed regularly to ensure they remain correct and up to date. These documents are important as they guide care staff on how to care for people correctly. We saw evidence people receive support from the internal professional care team regularly and attend appointments with external health and social care professionals when required. Any advice or guidance from professionals is added into care plans and followed correctly.

People have choice and control as far as practically possible. People are at the centre of care planning and are encouraged to be part of assessments and reviews. People's views, likes and dislikes are included in personal plans and people have opportunity to express how they wish their care to be delivered. People are supported to set their own goals and to live their lives in their preferred. People have support to review these goals regularly. Care staff encourage people to be as independent as they can be but give assurance of their presence should their support be needed. People have personal daily routines and do the things that matter to them. People are supported to attend social activities and education within the community and people are also supported to visit family and friends to ensure relationships are maintained. The home does not have any food menus or rotas in place as people choose what they eat and when and are supported to cook their own meals if they wish to.

## Environment

People live in a suitable environment. 90 Windsor Road is located in a residential area of Penarth which benefits from local amenities and good transport links. The home is a new service and has recently been renovated and decorated to a high standard throughout. The décor is tasteful and good quality furniture makes the home a very pleasant environment. There is ample communal space including a large lounge and dining area enabling people to spend time together or to receive visitors in private. There are a sufficient number of bathrooms and toilets, all of which are clean and in good working order. The home is warm, welcoming and we did not detect any malodour during inspection. There is a safe outdoor space which people are free to use as and when they wish. People have their own single bedrooms which offer opportunity for space and privacy when required. People are encouraged to personalise their rooms to make them as homely and comfortable as possible. We saw staff respecting people's personal space by knocking on bedrooms doors and waiting to be invited in before entering.

People can be assured they live in a safe environment. On arrival to the service, we found the main entrance secure and our identification was checked. We were asked to sign the visitors book before we were permitted entry to the home which indicates visitors to the service are monitored. We conducted a tour of the building and found hazards have been reduced as far as practically possible. The environment is clutter free, window restrictors are in place and harmful chemicals are locked away safely. The building is well maintained and safety checks including gas and electricity safety testing takes place in line with legal requirements. Fire alarms and emergency lighting are tested weekly and fire drills take place regularly. There is a fire risk assessment in place which is reviewed annually and everyone living at the service has a Personal Emergency Evacuation Plan (PEEP) in place. PEEPs are important as they guide staff on how to evacuate people in the event of an emergency.

## Leadership and Management

People benefit from the leadership and management in place. 90 Windsor Road has an RI with good oversight of the service and a manager who is registered with Social Care Wales, the workforce regulator. The RI visits the service in line with regulatory requirements and provides a report to support the visits. Quality assurance monitoring takes place regularly and includes the views of people using the service and care staff working at the service. Quality assurance monitoring indicates the provider is committed to providing a quality service and making improvements where required. There are policies and procedures in place for the running of the service and for care staff to understand what is expected of them. People are given detailed information about the service they can expect to receive which includes details of how to complain if they are unhappy with the service. There have been no complaints to the service since it began operating. The manager understands legal requirements of caring for and makes referrals to the Local Authority safeguarding team when required. Any safeguarding referrals are stored centrally and monitored closely.

People are supported by care staff who are trained and well supported. Care staff receive training appropriate to the role they undertake which is refreshed regularly to ensure care staff remain competent. The vast majority of care staff are up to date with all required training and tell us they feel well equipped to do their jobs. All care staff receive a supervision in line with regulatory requirements and can also access support from the manager at any time. Supervision is important as it is an opportunity for care staff to discuss any practice issues or needs in a formal setting which is recorded. Care staff we spoke with told us they like working at 90 Windsor Road and feel well supported. One staff member said, *"I love working here, I have no issues at all"*. Another staff member described the manager as *"great"*. We examined a selection of care staff personnel files and found they contain all required information. Pre-employment checks including references and DBS certificates are applied for prior to employment commencing. This is good practice as these checks are important as they determine a person's suitability to work with vulnerable people.

### 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
------------	---------	--------



N/A	No non-compliance of this type was identified at this inspection	N/A
-----	--	-----

### **Was this report helpful?**

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- [Inspection report survey](#)

If you wish to provide general feedback about a service, please visit our [Feedback surveys page](#).

**Date Published** 27/11/2023