



Inspection Report on

Woodlee - Short-term care

Buckley

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

19/04/2024

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About Woodlee - Short-term care

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Flintshire County Council
Registered places	3
Language of the service	Both
Previous Care Inspectorate Wales inspection	17 August 2022
Does this service promote Welsh language and culture?	This service is making a significant effort to promote the use of the Welsh language and culture or is working towards being a bilingual service.

Summary

Woodlee provides a short-term care service, offering respite care for people and their carers. People look forward to their visits, and their relatives can be sure they will be well supported. People can maintain their usual routine during their stay. They can expect a friendly and welcoming environment. Support staff prepare for each individual's visit, ensuring they receive a warm welcome. Care staff know people well and deliver person centred support.

The building is comfortable and homely. It is spacious with plenty of specialist equipment available, this makes it fully accessible for people with mobility issues. There is a comfortable garden which can be accessed through patio doors, and has a planter especially commissioned and made by people.

Management visit regularly to speak with people and support staff and review the service. The responsible individual (RI) visits the service every three months. This was an area for improvement at the last inspection which has now been met.

Well-being

Support staff ensure people have choices about what they want to do during their stay. They can continue to participate in their usual activities in the local community if they wish. Some people view their stay at the service as a break from their day to day lives and like to do different things during their time away. People and families told us the service does not just provide a break for carers, but a break for people too. One relative told us their loved one looks forward to their visits and is always keen to stay there. They told us they have been able to access the service in an emergency and described it as “*a real help*” and “*great*”.

People can plan what they would like to do during their stay. There is a vehicle available to take people on trips of their choice into the local community, such as bowling, the cinema or shopping. Unfortunately, it is not an adapted vehicle for wheelchair users and this is something the responsible individual (RI) is trying to address, as this would enable all people visiting to have equal access to trips out. People can choose what they want to eat, and their menu each day is planned with support staff. The manager is planning to introduce some changes to ensure healthy options are actively offered to people.

People feel safe and secure when visiting the service. People are supported by support staff who know them well and encourage them to maintain their daily routines. We saw positive interactions between support staff and people throughout our visit. Professionals told us support staff are “*lovely*” with people.

The service is working towards an ‘Active Offer’ of the Welsh language. Some members of staff can speak Welsh, and it is possible for people receiving a service to have Welsh support staff for some of the time. Support staff have access to Welsh language courses and a conversation group.

Care and Support

People receive care which is tailored to their individual needs. They have a personal plan in place which considers their preferences and gives a real sense of the person. These plans contain a good level of detail about how people want their care and support to be delivered. Support staff follow these plans to deliver person centred care. Support staff consult people and their families prior to each visit to the service, to check for any changes and confirm their choices for their visit. Any changes are recorded and communicated to the staff team. Management have recently allocated a keyworker to each individual, who attends reviews and keep in touch with any changes in individual's circumstances.

People can be sure their health needs will be met during their stay. Support staff follow the health advice from professionals to ensure people's normal daily care and health needs are met. Professionals told us they are happy with the care and support provided by the service, and that people who attended the service enjoy their visits.

Support staff ensure good hygiene practices are followed to keep people safe from the risk of infection. We found the service was clean and tidy throughout, and there is a cleaning rota in place. We saw stocks of personal protective equipment for support staff to access.

Environment

The service is designed to meet the needs of people with mobility issues. People with mobility aids or wheelchairs have plenty of space to manoeuvre. They have access to specialist equipment such as ceiling hoists and bath lifts which are serviced regularly. There are grab rails throughout the property to support people to move around independently.

People have a homely and comfortable environment to stay in. There is a spacious lounge and dining room for people to relax in and socialise at mealtimes. They can also access the garden through patio doors. The garden has a raised vegetable planter which was made by people who access the service. People have spacious bedrooms and can bring some of their own belongings to help them settle during their stay. There are photos of people enjoying their visit on display alongside craft items some of them have made.

Management and care staff ensure the service is well maintained. Management ensure regular health and safety checks are completed. We saw evidence of up-to-date gas and electrical safety checks. Fire safety checks are completed, and scenarios are discussed in team meetings. This ensures support staff are clear about how to evacuate the building in the event of a fire. People have personal emergency evacuation plans which are clear for support staff to follow.

Leadership and Management

The manager, deputy manager and RI visit the service regularly to ensure it is running smoothly. A weekly audit visit is completed by the deputy manager to inspect the premises, and review medication records and individual files. These audits help identify any issues so that appropriate action can be taken. This may include discussion in monthly team meetings. The RI visits at least every three months and provides a report on how the service is meeting people's needs. This considers the views of people and staff and any action to be taken which could improve the service. Support staff told us they enjoy their roles and feel well supported by management.

Care staff are suitably qualified and skilled for their roles. Recruitment checks, such as disclosure and barring service (DBS), and reference checks are completed for new staff. The manager has put a new system in place to monitor staff training and supervision to ensure these are kept up to date. Care staff have all received supervision recently or are completing the induction process. Most of the core training for care staff is up to date. The manager told us there is some difficulty accessing safeguarding training, and there are some gaps in renewals for this training as a result. They are aware this needs to be addressed and are considering other options, such as online training or competency assessments until spaces are available on the full safeguarding training. The management ensure support staff allocated to people have the specialist training to meet their individual needs.

The service provider ensures the service is well maintained and people have access to the things they need to make their stay comfortable. They continue to invest in the service, and we saw it had been recently redecorated on our visit.

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

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
73	The responsible individual does not visit the service at least every three months.	Achieved

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