

Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

Sonael
Ebbw View
Beaufort
Ebbw Vale
NP23 5NU

Type of Inspection – Baseline
Date of inspection – Wednesday, 25 March 2015
Date of publication – 5 May 2015

Welsh Government © Crown copyright 2015.

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

You must reproduce our material accurately and not use it in a misleading context.

Summary

About the service

Sonael is registered with the Care and Social Services Inspectorate Wales (CSSIW) to provide accommodation to four people with a learning disability who require personal care and are over the age of 18 years. The home is owned by Cwm Care Limited. A nominated person acts as the registered individual (RI) to oversee the home. Ryan Williams is the registered manager. The home is in Beaufort, Ebbw Vale.

What type of inspection was carried out?

We visited the home on an unannounced basis and carried out a focused inspection to ascertain the experiences for people who live at Sonael. Information contained in this report was gathered from:

- speaking with residents and staff
- looking at care documents for 2 residents
- looking at 1 newly appointed staff's recruitment file
- our observations of the interactions between staff and residents
- looking at a copy of the home's Statement of Purpose
- looking at the homes quality audit (2014) which included responses from service users, staff and relatives about the service
- looking at the copy of the records of the last staff meeting held January 2015
- our general observations of the environment.

What does the service do well?

We did not identify any specific areas of excellence within the focus of this inspection that were over and above the practice determined by the National Minimum Standards for Care Homes for Younger People although we found areas of consistent good practice.

What has improved since the last inspection?

An adapted shower room had been installed at the home. This means residents have the necessary equipment they require to meet their personal care needs and maximise their independence.

What needs to be done to improve the service?

We did not identify any areas of non-compliance during our visit.

Quality Of Life

From our observations and discussions we concluded that people who live at the home were receiving a good standard of care. This is because people receive personal support in the way they prefer and require. We saw people were treated sensitively and with dignity and respect. Service users told us they liked the other residents and staff at the home. Positive responses about the service were recorded in the homes last quality audit.

Residents have choice over their daily lives. We spoke with a resident who recently came to live at the home. They told us they had been fully consulted about the home and were involved in all the arrangements before the move. They said they had visited the home before coming to live here to meet with the other residents and staff. They told us they had chosen to move into the home and were still “happy” with their decision. We viewed information that showed that residents are actively encouraged to participate in daily household activities to promote their independence. We saw staff offer residents everyday choices throughout our visit.

People experience wellbeing. Some of the residents attend regular education and employment placements in the community. In addition, staff support residents to take part in a range of leisure activities which enables them to pursue their chosen interests. We saw individual risk assessments to support people with their participation in their chosen activities. A resident told us they are able to maintain relationships with their friends by attending a local weekly club.

Residents can be satisfied that their individual care needs are met. We viewed individual service user plans and saw health monitoring was on-going. This was in line with commissioners and healthcare professionals instructions. We saw evidence that people attended community healthcare services in the form of a dentist, optician and chiropodist. Staff supported people to attend their GP for an annual health check and medical appointments following referrals to the relevant healthcare professionals. People are encouraged to eat healthily. We saw residents being offered drinks throughout our visit to maintain their health and wellbeing.

We did not see any evidence that people had been consulted or agreed with their individual service user plan. Also, we felt the plans could be more person centred to reflect the likes and preferences of each individual in respect of their care delivery. However, our observations led us to believe that staff were aware of people’s individual preferences for example, aids were used to assist people’s independence with eating and after lunch a resident was assisted to their individual armchair to watch a TV programme of their choice provided with a drink, their sweets and covered in their blanket. We felt this level and quality of support was not always captured in people’s service user plans.

People develop relationships and feel recognised and valued by others. This is because some residents have lived at the home for a considerable time and are supported by familiar staff. We found that the residents, all of whom were home during our visit, appeared relaxed and comfortable with each other and their surroundings. Throughout our visit, the staff demonstrated an awareness and understanding of the individual residents they support. One resident told us they liked to play their keyboard to the other residents who they said often “sang, danced and clapped their hands”, in time with the music.

Quality Of Staffing

This inspection focussed on the quality of life of people who live at the home. We did not look in depth at quality of staffing on this occasion because previous inspections have found the home to have a stable staff group. We found that 2 staff have been recruited to the staff team since the last CSSIW inspection. We looked at one of the staff files and found the home's recruitment practices, which serve to safeguard the residents at Sonael, to be robust. We spoke with the same member of staff regarding their induction and saw evidence of training certificates. This led us to conclude staff receive the necessary training to perform their roles. The quality of staffing theme will be considered at future inspections

Quality Of Leadership and Management

We did not consider it necessary to look in depth at the quality of leadership and management on this occasion. We were provided with evidence to demonstrate quality assurance monitoring was on-going. This theme will be considered at future inspections

Quality Of The Environment

This inspection focussed on the quality of life of people who live at the home. CSSIW did not consider it necessary to look at the quality of the environment on this occasion. This was because we found the premises to be suitable for its intended purpose, homely and comfortable with a bright, light and airy appearance.

How we inspect and report on services

We conduct two types of inspection; baseline and focussed. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focused inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focussed inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focused inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by telephoning your local CSSIW regional office.