



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru
Care and Social Services Inspectorate Wales

Inspection Report on

Sonael

Ebbw Vale

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Description of the service

Sonael is registered with Care and Social Services Inspectorate Wales (CSSIW) to provide accommodation for 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 responsible individual to oversee the home and Keri Musa is the registered manager. The home is in Beaufort, Ebbw Vale.

Summary of our findings

1. Overall assessment

We found that people are well cared for and enjoy positive relationships with staff. Each person is given the level of staff attention that they need to meet individual needs. Their choices about where and how they want to spend their time are respected. People are supported and encouraged to participate in life skills and activities both at home and in the community.

2. Improvements

Improved arrangements were in place to undertake reviews of key documentation in relation to care plans and personal emergency evacuation plans.

3. Requirements and recommendations

The manager needs to ensure that fire drills are undertaken regularly.

Further attention needs to be given to ensuring robust staff recruitment processes, that the home notifies the CSSIW of any DoLS applications and that it maintains a record of complaints.

1. Well-being

Summary

Residents who live at the home are content and benefit from positive, respectful relationships with staff. They are supported to maximise their independence and to exercise choice and control in their lives because they are able to do the things that matter to them. Residents' needs are understood by staff and they are encouraged to participate in social, domestic and occupational activities.

Our findings

People have control and are supported to make choices, are treated with dignity and respect and their individual routines and preferences are recognised and valued. Staff were seen to be attentive to individual residents and showed a good knowledge and understanding of their individual preferences and needs. For example, staff respected people's individual wishes to spend time in their room alone and gave individual support when in the communal areas of the home to ensure that their needs were met and behaviours did not adversely affect others. People were supported to maintain their independence in a way that met their individual abilities and wishes, for example, to assist them to clean their bedroom, make their own drinks and help with cooking meals. Residents are therefore involved, can participate and feel valued.

People have choice in the activities they pursue, are supported to follow their interests and experience a sense of achievement. Each resident was supported to participate in the activities of their choice. One person attended day services four days a week and was described as loving to go out every day, two others liked to do a range of activities in the house, and another had clear routines that they liked to follow in and around the house and garden on their own or with staff. At the time of our visit we saw how staff supported people to undertake the activities of their choice, for example, suggesting the resident who liked to go in the garden put their coat on and supervising them closely. Residents experience well-being because their needs are understood and catered for in a climate of positive encouragement.

People are supported to manage their behaviour. Staff were mindful of individual needs and provided close supervision in an endeavour to reduce the possibility of their behaviour adversely affecting others. A resident told us that they would tell the person to go away from them because they were concerned they may hit out at them. The manager told us about ongoing consideration of the impact of individual people's behaviour on others; they were satisfied that it was appropriately managed and this was confirmed in observation of interactions between residents and between residents and staff. Observation and discussion showed that people are supported to manage their behaviour, with care given to monitor closely so that behaviours did not adversely affect others.

Residents are encouraged to express their views. We saw that staff were familiar with people's individual communication needs and took time to listen to their verbal and non verbal communication. This enabled people to make their own choices and decisions in day to day matters; they were observed to make choices about what they wanted to drink then helped to make it. Staff also provided residents with support to undertake an activity, go out

and by simply chatting with them. Staff took time to listen and understand individual means of communication so that communicating was positive and a pleasure despite the difficulties for the individual. This demonstrates that people experience good well-being because their needs and wishes are listened to, understood and respected; this leads to them being encouraged to actively engage in all aspects of their day to day lives.

2. Care and Support

Summary

Residents are supported by staff that have a good knowledge and understanding of their individual characteristics and needs. Staff are attentive to meeting residents needs; we saw that they were patient and took time to listen and respond to people's verbal and non verbal communication. A relative confirmed that staff were kind and caring and took good care of their relative who lived at the home. Consistent care and support is provided by a staff team who are well known to the residents and have established good relationships with them.

Our findings

Care plans are in place for all residents. The plans provided some detailed information about the person, their needs and how care was to be provided but were not fully up to date. Plans need to be kept up to date, and when changes occur to be added promptly, for example, the introduction of any special equipment. The plan format used indicates that the home provides supported living but is in fact a registered care home; care needs to be taken to ensure the language used on the forms is not misleading. Documentation viewed needed to more accurately reflect new equipment used and information about how behaviour is managed. Staff maintain a diary of the daily life of each person. Staff show a good understanding of residents' needs but the home needs to ensure that accurate up to date details are maintained in the individual planning records. We did not find any adverse impact to the individuals.

Residents have good relationships with staff. Staff were able to tell us about each person's individual likes and dislikes and were seen to encourage and support residents in their chosen activities. Residents were relaxed and content and were observed to enjoy talking/communicating with staff. Staff gave praise for what they were doing; for example, colouring and encouraged them to show us examples of their pictures and to tell us about the things they did or were doing. They told us about celebrating special events, places they had been, such as the pantomime at Christmas time, and of making Easter bonnets that they wore to go out to lunch at Easter time. These examples show that residents enjoy good relationships with staff who are understanding of people's individual needs and preferences and are responsive to them.

People are supported to be healthy. Staff told us that residents are well supported by a range of health professionals to meet individual needs, such as the dietician, occupational therapist, and district nurse. For example, one person had been assessed for a specialist piece of equipment and this had been provided by an appropriate health professional who had then taught staff how to use it properly. Records were in place which evidenced that staff supported residents to attend health appointments. These examples show that each person is supported by staff to have their individual health needs considered and met.

3. Environment

Summary

Generally the home was clean and well maintained. It is suitable for its purpose.

All residents have their own bedroom and one has an en suite bathroom. The home has a wet room that provides facilities for people to shower with ease. Communal areas were seen to be homely and well used by residents for recreational activities of their choosing.

Our findings

People are supported within a safe, clean and secure environment, the layout of which enables people to easily spend time privately or communally. We saw people using the communal lounge and kitchen/dining room for leisure purposes. The conservatory was being used as a laundry and did not allow temperature control from extremes of heat or cold so was not generally used except as a laundry and through-room to access the garden. People's bedrooms were personalised and people were seen to use these to sit in when they wanted quiet private time. One resident in particular was described and seen, to enjoy the garden in all weathers; they often chose to go for a walk around the garden and were supported by staff to do so. People used the environment freely, spending time both in private and communally as they wished. We viewed the fire safety records at the home. These showed that a fire risk assessment and personal emergency evacuation plans were in place, however, there was no evacuation plan and no records to show that fire practice drills took place. The manager responded promptly and soon after the inspection demonstrated that an evacuation plan had been produced and a fire drill undertaken. Fire safety training for staff was booked for next month and first aid training was also scheduled. The manager told us that at least one staff member on duty had up to date first aid training. People using the service therefore have access to a clean, tidy and safe indoor and outdoor living environment which is nicely decorated and homely. Greater attention needs to be given to ensure staff know the fire evacuation plan and both staff and residents need to be involved in periodic drills to ensure they know how to react in the event of a fire.

People live in an environment which is welcoming and personalised to them. We saw people's bedrooms and one person was proud to show us their room and some of their pictures etc. We considered the communal areas of the home to be welcoming and homely. People can therefore feel uplifted and valued because they are supported in an environment which is personalised and appropriate to their individual needs.

4. Leadership and Management

Summary

The manager has left the service since the last inspection and has been replaced by one of the company directors who are familiar with the home and residents. They are registered by CSSIW and are suitably qualified and demonstrated a good knowledge of the service, the residents and staff.

Care is provided by sufficient numbers of suitable staff who are supported by the registered manager. The manager and staff are people-focused and are committed to ensuring that residents receive the care and support they need.

There were no staff vacancies at the time of our visit and staff receive regular supervision that is recorded.

Our findings

Residents are cared for by a well established staff team who provide good consistency and continuity of care. One new staff member had been recruited since the last inspection. Records showed that appropriate recruitment practices are used but some further attention was needed to demonstrate sufficient detail in relation to employment history and references. There were no staff vacancies.

The home has a system in place for supervision and appraisal. The sample of records viewed showed that staff received supervision regularly and these meetings were recorded and signed by both parties. Records also showed that annual appraisals had been completed and signed by both parties.

We viewed a staff personnel file which showed that the staff member had been supported with a Care Council for Wales Induction programme. Staff records showed that staff had attended a range of training to include updates where needed, such as moving and handling and medication and other training such as safeguarding, first aid, food hygiene, communication and pressure area care. Training was provided by the Local Authority, online and some was sourced by the provider. All except one staff member was qualified and two staff were studying for a Level Five management qualification in a nationally recognised training course. Residents therefore benefit from a service which cares about the wellbeing and development of its staff and gives priority to ensuring that staff are well supported, receive relevant training and supervision.

People are able to express their concerns. One relative spoken with told us that they had been consulted about the care and support their relative received, that the home communicated well with them and that they would be confident to talk to the manager if they had any concerns. They told us that when they had done so the matter had been dealt with sensitively. Discussion took place with the manager about the need to maintain a home record of concerns/complaints in addition to any records held in a resident's file, and for this to be used for monitoring purposes. This shows that the culture at the home is one of wanting to listen and respond positively to any issues or concerns raised but the manager

needs to maintain records to demonstrate compliance with regulation and for monitoring purposes.

People receive quality care from a staff team that is committed and motivated to ensuring that people receive good care and where quality assurance processes are in place to monitor the service and its progress for individuals. Records showed that monitoring visits had been undertaken, albeit not with the frequency set out in the national minimum standards. The provider had recognised that the format being used for this indicated a thorough assessment of the premises on each visit but did not adequately consider other areas. They have revised the format to provide a broader, more useful monitoring tool. The annual review of the quality of service was being undertaken. The manager told us that surveys had been sent to relatives and a range of professionals in order to provide some feedback for this review. Discussion and observation indicated that staff were motivated to provide quality care and this was confirmed in comments made by residents and a relative. Residents are therefore supported to receive quality care from a staff team and manager who are committed to promoting positive outcomes for people.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

There were no areas of non compliance identified at the last inspection.

5.2 Areas of non compliance identified at this inspection

There were no areas of non compliance identified at this inspection.

5.3 Recommendations for improvement

- Improvements need to be made to staff recruitment practices to ensure appropriate references and verification of references are made and that employment histories are complete with written explanations provided of any gaps.
- Service user plans must be updated promptly following any changes.
- When DoLS applications are made, CSSIW must be notified using the form available on our website.
- Fire drills need to be undertaken regularly and a record maintained.
- Provider monitoring visits should be undertaken quarterly and a report made available in the home.
- The home needs to maintain a record of all complaints received.

6. How we undertook this inspection

This was a full inspection undertaken as part of our inspection programme. An unannounced visit was made to the home on 11 January 2017.

Information for this report was gathered from:

- Talking to residents.
- Talking to staff on duty.
- Observations of the daily routines and care practices at the home.
- Observation of interaction between residents and between residents and staff.
- Talking to the manager.
- Talking to the relative of a resident.
- Viewing the premises.
- Examination of one staff file
- Examination of care documentation for two residents.
- Viewing a sample of a range of other home records such as fire, staff training and quality monitoring visits.

Further information about what we do can be found on our website www.cssiw.org.uk

About the service

Type of care provided	Adult Care Home - Younger
Registered Person	Cwm Care Ltd
Registered Manager(s)	Keri Musa
Registered maximum number of places	4
Date of previous CSSIW inspection	20 January 2016
Dates of this Inspection visit	11/01/2017
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	No
Additional Information:	