



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

# Inspection Report on

**Serenbrook Care Home**

**Barry**

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## **Description of the service**

Serenbrook Care Home is located in Barry and is an adapted bungalow providing personal care, support and accommodation for up to three younger adults who have a learning disability or a learning disability with mental health (functional) care needs.

The registered provider is Valebrook Care Home Limited and there is a nominated individual who provides strategic oversight for the provider. The registered manager is Alexia Clifford.

## **Summary of our findings**

### **1. Overall assessment**

Overall, we found that people can have choice in daily living and their care needs are understood and addressed. People are supported to engage in stimulating activities and enjoy social outings within the community. People benefit from a service that is well managed and the responsible individual is actively involved on a daily basis.

### **2. Improvements**

Daily records are more thorough although this is not consistent throughout the whole of the staff group.

All care files we examined included an individual profile and 'about me' information.

Information in the care files relating to pressure area treatment is completed if this is relevant to resident's needs.

### **3. Requirements and recommendations**

Please refer to Section 5 of this report for further details of our recommendations. In summary we recommend that;

- The daily diary recordings of events to include more detail and times needs to be consistent throughout the whole staff group.
- There should be clearer information provided to peoples' representatives with regards to the Welsh Government 'Active Offer' (providing a service in the Welsh language without having to ask for it.).
- There needs to be clearer evidence that staff are legally fit to drive the mobility cars provided.

# 1. Well-being

## Summary

Overall, we found that Serenbrook Care Home provides good quality individual care and support, where independence is encouraged and social and engaging activities are promoted.

## Our findings

People are encouraged and supported to make choices. We saw that people were offered choices in respect of aspects of daily living such as food, activities and location. A resident spoke with us and told us that she was able to speak up and '*decide what she wanted to do*'. In observation we saw another resident who was making choices based on those offered by staff. However, during the observation we saw that this resident was always offered a choice. They told her that she could get ready for an outdoor activity when she preferred. People can therefore have choice and influence in matters of daily living.

We saw that there were extremely good and friendly relationships between staff and people living at the home. When we arrived there was discussion and conversation taking place and staff were sitting with all three service users. There was humour and discussion throughout our visit and a resident was able to tell us that she thought the staff were '*friendly and always helpful*'. Representatives of people living at the home were very complimentary of the staff and said their relatives were receiving positive and meaningful care. One representative told us that her relative treats them '*like family*' because staff are so '*warm, caring and friendly*'. People seemed relaxed and content in the environment, with each other and with the registered manager, the responsible individual (RI) and staff. Staff informed us that the responsible individual is '*always visiting and knows all the residents in detail*'. One representative of people using the service told us that the RI was '*always available to talk to, helpful and very sensitive to their relatives needs*'. We concluded that people are made to feel a sense of belonging.

We saw that people are able to engage in meaningful and stimulating activities. Each resident has an activity planner and we saw these in their care files which we examined. One person we were speaking with was about to go to a day centre which, she said, she enjoys. During our visit another person got ready to go out for a regular session at a sensory therapy session. The activity planners included sessions that were decided at the time of the event as sometimes, staff informed us, people preferred it that way. The registered manager informed us that staff always had contingency plans to ensure that individuals are engaged when they want to be. We spoke with a social worker who said that she would like to see more engagement and opportunities but that this was a funding issue and not a result of the home's complacency. Representatives of people living at the home were happy with the opportunities and activities afforded by the home. Overall, therefore, people are able to be active and undertake meaningful and stimulating activities.

We saw that individuals living at the home were content and happy and enjoyed positive relationships with staff who were engaged in conversation and indoor activity with them. We observed respectful interactions between the, staff and residents, where genuine affection was demonstrated and this was responded with the same level of affection. We

saw that when personal care was required this was conducted privately and people were spoken to in a non-patronising manner. We concluded that people are treated with dignity and respect.

## 2. Care and Support

### Summary

Overall, people living at Serenbrook Care Home are supported to maintain their physical wellbeing and are cared for by staff, who have an understanding of their health and care needs.

### Our findings

We examined three care files of people living at Serenbrook. We saw that they contained care plans which detailed the health and care needs of the residents concerned. The documentation included profile information ('about me') and individual targets are identified which provide staff with an understanding of what they need to do to help residents achieve these targets. Representatives of people living at the home said that their relatives were supported to achieve positive outcomes. One told us that their relative had improved health outcomes (from where they had lived previously). They also told us that *'they (staff) are so good'*, we were told *'even the slightest change and they contact me'*. We noted in care files recordings of contact with health professionals including letters of attendance and appointment visits. Additionally, daily diary notes indicated when an individual has deteriorated and the medical professionals are called. We noted a particular incident where the emergency services were called and, as a result, the care plan was altered. Peoples' physical wellbeing is maintained and they can be assured that staff have an up to date understanding of their needs and preferences.

We saw that people are treated as individuals. We examined care documentation, allergies were noted along with other conditions that required specific diets. Additionally, food intake was monitored, as required in the care plan. We noted that one individual was under the care of a dietician and daily diary notes monitored food intake as well. The home achieved a four rating from the Food Standards Agency which means that the food hygiene and preparation is of a good standard. On the whole, daily diary notes are thorough although this was not always consistent, depending on which staff member was completing them. We recommend that the service remind all staff of the need to complete thorough diary recordings in order to achieve positive outcomes. However, overall, people are able to lead a healthy lifestyle and have influence in what they eat.

People using the service and their representatives are involved in decisions about care they receive. We saw that a review of care is undertaken regularly by the service and we also noted annual reviews by the local authority case management team. We previously detailed an incident where a review of care changed the overall care plan. Representatives of people using the service said they were involved in reviews of care plans and one informed us that they are in constant communication with the manager and staff of the home. Overall therefore peoples' individual needs and preferences are understood and anticipated.

### **3. Environment**

#### **Summary**

We found that Serenbrook Care Home provides a comfortable and homely environment for people to live in.

#### **Our findings**

We saw that good standards were being maintained. We saw evidence of ongoing maintenance and refurbishment for example, recently redecorated rooms and adaptations to the garden area. The home was very clean and tidy. The garden area was accessible for wheel chair access and, we were informed, garden activities are very popular and we noted planting had taken place earlier in the year. We were shown a bedroom by a resident and this was well maintained, decorated and personalised. The communal area was spacious and appropriate for the people living there. People therefore live in an environment which is personalised and welcoming and suitable for their needs.

Testing and servicing of appliances and equipment was kept up to date as we saw evidence of electrical testing and maintenance audits undertaken. We saw records of fire alarm equipment checks and fire evacuation drills had been completed. We saw an individual's evacuation plan and fire safety equipment (with relevant review dates) appropriately situated in the home. We also saw house staff meeting notes which detailed discussion on health and safety issues. People live in an environment which is properly maintained, risk assessments are in place and fire safety is monitored regularly.

The premises were safe from unauthorised access as we were not able to enter the building without knocking and we were asked for our identification prior to us gaining entry. People's personal information was kept secure and we were invited to enter a person's bedroom only after receiving an invite from them. People therefore stay in a safe and secure environment.

## 4. Leadership and Management

### Summary

There are good systems in place to assess and improve the quality of the service. The management have a positive approach to staff training and supporting them with regular supervision which motivates them to provide good support to the people living in the home.

### Our findings

Care staff are clear of the values of the service as reflected in the statement of purpose. They understand their role in respect of safeguarding people they support and the procedures put in place by the management. These procedures were available for us to examine. They follow good practice guidance. We saw that training in safeguarding is regularly refreshed. We concluded that people can remain safe and protected from abuse, neglect and harm.

People using the service and their representatives can access the information they need that will assist in helping to improve the wellbeing as the statement of purpose clearly sets out the homes' responsibilities to their care. We did note, however, that it did not include information in relation to the 'Active Offer' Welsh language initiative from the Welsh Government. We spoke with the responsible individual who informed us that, should a person be referred who was Welsh speaking, then she would ensure their needs are met. We informed her of available guidance. Overall, people have information they need to understand what services will be provided to them.

There were robust systems in place to assess the quality of the service and outcomes for people residing there. We saw a quality assurance report 2016 detailing feedback from representatives and stakeholders who had positive comments and an overall rating of the service as good. In addition, the Regulation 27 report (as a result of quality visits from the registered provider) were conducted appropriately. We spoke with representatives of people using the service who had positive comments to make in respect of the quality of the service provided and the way in which the provider was constantly improving the home and the support provided to their relatives. *'I have the highest regard for the management and staff'* we were told by one family member. We did note that some staff drive residents' mobility cars so we would recommend that a review of their fitness to drive is undertaken during the supervision process. Overall, people receive a service that is well managed and seeks to improve continually.

When we examined three personnel files we saw that they contained appropriate identification checks, a thorough employment history, the relevant criminal records check and two references. All care staff undergo the Social Care Wales induction framework as well as an in house induction for provider related matters and initial training. When we spoke to staff they were all complimentary of the provider's induction and how it had assisted them in their role and the provider's philosophy of care. People living at the home are supported by staff that are robustly recruited and supported when appointed.

The ongoing training provided (following induction) is suitable to meet the needs of the people staff support. We saw a training matrix which included relevant statutory training and client needs training subjects such as epilepsy. Generally, we saw that people were up

to date in the training programme. Staff we spoke with said that the training is '*excellent*' and they were always asked in supervision for additional training they would like to receive. We saw that supervision is generally in line with that required by National Minimum Standards and staff told us they were well supported by the registered manager. They all added that they regularly spoke with the responsible individual and owner of the company and this was an added motivation in their work. Generally, people are supported by a staff group where priority is given to the staff's wellbeing, and they are well led and supported. Additionally, people are supported by staff who receive relevant training to meet people's needs.

## **5. Improvements required and recommended following this inspection**

### **5.1 Areas of non-compliance from previous inspections**

No areas of non-compliance were outstanding

### **5.2 Areas of non-compliance identified at this inspection**

No areas of non-compliance was identified

### **5.3 Recommendations for improvement**

There should be clearer information within the homes statement of purpose of the Active Offer (the Welsh Government initiative which means providing a service in Welsh if they wish without having to ask for it). The registered manager was advised on available guidance.

Information recorded in the daily diary requires more detail and timings. This was not consistently completed by all staff.

Because staff drive people's mobility cars more evidence should be available detailing peoples' current fitness to drive.

## 6. How we undertook this inspection

This was a full inspection undertaken as part of our inspection programme. We undertook an announced inspection visit to the home on 18 October 2017 between 08.15 and 12.30. It was an announced visit in order to ensure the registered manager was available. In addition we undertook telephone discussions with representatives of people using the service on 24 October 2017.

We used the following methods to formulate this report;

- Observation of daily routines and care practices at the home.
- Discussion with two family representatives of people living at the home.
- Discussion with the registered manager, the responsible individual (RI) and care staff.
- Discussion with a social work professional.
- Examination of documentation in relation to peoples care including one care file
- Analysis of information held by CSSIW of routine safeguarding and notifications made to CSSIW.
- Examination of accident records and complaints.
- Information in relation to quality monitoring including maintenance records, health and safety, fire audits and the annual quality report 2016.
- Consideration of information relating to staff recruitment, training and supervision.
- Visual inspection of the interior and exterior of the environment.
- Review of the homes statement of purpose and service user guide.
- Review of the homes safeguarding policy.

Further information about what we do can be found on our website [www.cssiw.org.uk](http://www.cssiw.org.uk)

## About the service

Type of care provided	Adult Care Home - Younger
Registered Person	Valebrook Care Homes Ltd
Registered Manager(s)	Alexia Clifford Nicola Claypole
Registered maximum number of places	3
Date of previous CSSIW inspection	14/06/2016
Dates of this Inspection visit(s)	18/10/2017
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	No
Additional Information:	