



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

Inspection Report on

Five Oaks

Abergavenny

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Description of the service

Five Oaks is a small care home located in a rural setting within a short distance of Abergavenny. It is registered to provide accommodation together with personal care for up to a maximum of six younger adults (ages 18 to 64 years) with a learning disability. Of this provision, it may include younger persons (aged 17 years) with a learning disability, accommodated together with personal care on a transitional basis, until they reach the age of 18. Accommodation is provided from two separate buildings. The second building is known as Six Oaks. However, the home is collectively known as Five Oaks.

The home is operated by Ferry Care Ltd. The manager is Ritchie Wood who is registered with Social Care Wales and Care and Social Services Inspectorate Wales (CSSIW). There is a nominated individual who provides strategic oversight and who represents the company.

On the day of our visit there were five people accommodated; two people in Five Oaks and three people in Six Oaks.

Summary of our findings

1. Overall assessment

Overall, we found that people receive a good standard of care in appropriately adapted, quality accommodation. Staff are very familiar with the needs and preferences of people they support who are able to engage in activities appropriate to their needs and abilities.

2. Improvements

- Quarterly audits of the service on behalf of the provider had taken place and reports completed.
- Care plans are reviewed six monthly.

3. Requirements and recommendations

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

- Staffs suitability to drive resident's cars should be regularly checked.
- Active Offer; The registered provider's Statement of Purpose and Service User Guide should include a statement regarding the registered provider's ability to offer a service through the medium of Welsh.
- The safeguarding policy should be amended to reflect some changes made in the Social Services and Well-being Act 2014, particularly in respect of Adult Safeguarding Boards.

1. Well-being

Summary

Overall, we found that Five Oaks Care Home provides good quality individual care and support, which promotes peoples independence and where their rights are respected.

Our findings

People are able to engage in meaningful activities and are supported to integrate into the community. Each resident has an activity planner as part of their care plan and keyworkers (staff members who are nominated to be responsible for care planning) arrange to meet regularly with individuals to discuss and plan what they wish to undertake. We spoke with a representative of a person living at the home who said their relative was *'very active'*, regularly going out with staff support. In care documentation we examined, we saw that previous activities included sensory and hydro therapy, social activities e.g. pub meals and a zoo trip. We concluded that people engage in stimulating activities based on their individual needs and abilities.

During observation of care practice we saw that people had positive and friendly relationships with care staff. We saw interactions, during our visit, that were both friendly and respectful. On our arrival we saw staff in conversation with an individual who, we later understood, has limited verbal communication. We noted that care documentation contained methods of communication and a sensory passport which provides key communication information. We also saw documentation that confirmed that a picture exchange (PECS) method of communicating needs was in place. Our observations included very respectful interactions between care staff and resident's where emphasis was placed in conversations on *'your home'* and *'your bedroom'*. People can feel a sense of belonging with relationships that are positive, warm and friendly.

People are encouraged to do things for themselves and are supported to choose and influence the care they receive. We were told by the deputy manager that the home and its staff encourage people using the service to be as independent as is possible. A keyworkers role (along with all staff) is to promote consistency in the independence plan for each individual. We saw plans that are based on peoples assessed need and each encouraged individual's choice. Representatives of residents told us that, overall, the service provided to their relative offered choice and involved them in helping the service understand their need. One informed us that the home was making *'huge inroads to giving them the independence they need'*. We observed conversations with residents of preferences for lunch and after lunch activities. We concluded that individual choice is respected.

We saw that decisions are made taking into account peoples best interests. Safeguards in respect of the Mental Capacity Act 2005 had been promoted as Deprivation of Liberty Safeguard (DOLS) authorisations had been requested and were evident in files. Appropriate risk assessments had been undertaken and discussed with relatives and professionals. Representatives we spoke with confirmed they were involved in relevant meetings with health professionals. The extent of the actions taken by the home to maintain safeguards was detailed in care records. Therefore, people's rights are protected.

2. Care and Support

Summary

Overall, people living at Five Oaks are supported to maintain their physical wellbeing and are cared for by staff that have an understanding of their health and care needs.

Our findings

People's health care needs are acknowledged and understood by the service and the staff who directly provide care and support. We examined the care files of all those residing at the home. We saw that, following an assessment of need, care plans had been produced that addressed the needs and provided outcomes to maintain and promote positive physical well-being. We saw comprehensive notes of multi-disciplinary meetings and recordings of ongoing treatment or appointments attended. Representatives of people living at the home, we spoke with, said that the service, on the whole, understood the needs of their relative. One representative felt their relative's needs were fully met whilst two others both commented that the service had improved greatly, one adding that *'the majority of time it is excellent and meeting my (relatives') needs'*.

Furthermore, we found that care plans and related documents were reviewed every six months and, in general, annually by the referring agency. The registered manager informed us that it was important for the care needs of the individual that plans and routines remained consistent. Representatives informed us that they are consulted in respect of care issues and reviews and had great input into how their relative should be cared for and supported. We therefore concluded that staff have up to date knowledge of the needs of individuals in their care. Additionally, we saw staff in one instance, keep silent whilst a person became anxious, knowing that the silence was the preferred strategy at that time. Following this, we examined the individual's positive behaviour plan and we saw that staff were addressing the plan in the agreed way. We also saw that people's allergies and food preferences were detailed in care documentation. Evidence was available to confirm that food and fluid intake is monitored where appropriate. We saw that the service had engaged with dieticians, where required.. The service had gained a rating of 4 from the Food Standards Agency which means there is a good standard of hygiene and food preparation. People therefore receive the right care at the time they want it and are supported to maintain a healthy lifestyle where provision is made for appropriate nutrition and diet.

3. Environment

Summary

Five Oaks provides a comfortable and homely environment where consideration is given to peoples' needs.

Our findings

Five Oaks is situated in a rural setting and has substantial gardens the home is well presented. The home's interior was well decorated and the rooms that people live in had been personalised and substantially adapted to meet peoples' individual needs. Each person had their own bathroom which had been adapted based on the needs of the individual. Communal rooms were also well decorated and provided adequate social space. The kitchen in 'Six Oaks' had been adapted to ensure it met the needs of individuals living in that part of the home. People live in an environment which is personalised and welcoming and suitable for their needs.

People's health and safety is promoted and protected. We saw that testing and servicing of appliances and equipment was kept up to date. We saw evidence of this on appliances and in maintenance files. We saw records of checks to the fire alarm system, fire equipment and noted fire drills had been completed regularly. An appropriate fire risk assessment was in place and we saw personal evacuation plans were in place. Additionally, we saw that health and safety audits were completed monthly. People live in a home which is properly maintained, risk assessments are in place and fire safety is monitored regularly.

Systems are in place to protect people and their personal information. We saw that access to the home was controlled. We were unable to gain entry into the home without assistance from staff. Six Oaks has a secure garden area which is safe for residents to use. People's personal information, was securely stored in appropriate locked cupboards and filing cabinets. People live in an environment which is safe and secure.

4. Leadership and Management

Summary

Good systems are in place to assess and improve the quality of the service. The management has a positive approach to staff training and staff are supported with regular supervision and opportunities for development.

Our findings

Staff understood the core values and ethos of the home and the service that it provides to people living there. We discussed staffs responsibility and duties in respect of safeguarding individuals and they were familiar with the safeguarding procedures. We recommend that the service update the safeguarding policy to reflect some changes made in the Social Services and Well-being Act 2014 particularly in respect of Adult Safeguarding Boards. However, we concluded that people are 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 well-being. We saw that the statement of purpose generally set out the homes' responsibilities with regards to care provision. We did note however, that it did not include information in relation to the 'Active Offer' Welsh language initiative of the Welsh Government. We discussed this with the registered manager who informed us that the service was surveying staff regarding the extent of their Welsh language skills. We advised the manager of available guidance from Welsh Government. We concluded that overall, people have the information they need to understand what services will be provided to them. However, people do not have the opportunity to receive a service in Welsh, if they so wish.

Systems are in place to assess the quality of the service and outcomes for people residing at the home. We saw a quality assurance annual review for 2016 which included feedback from stakeholders and parent representatives. One representative told us that the service was *'improving immensely'* and another said that it was a *'much improved service particularly since the employment of a deputy manager'*. We noted quality assurance information including reports of focussed monitoring visits to the home from a commissioning agency, which included actions/improvements to be made and we noted that the identified action had been taken. In addition we saw provider reports on the conduct of the home had been completed by the nominated person. People therefore receive care from a service that seeks to and improves continually.

Generally, there is a robust system in place for the recruitment and training of staff. We examined three personnel files and we saw that they contained appropriate information including identification and criminal records check and two references. Staff had undergone an induction and we saw a probationary plan which was individualised with set goals. The probation period, we saw, aims to improve care staff understanding of their role. We examined a training matrix which provided details of external provision and online 'e-learning'. We noted that refreshers were due for several of the staff but we were informed that these had been arranged. We spoke with a number of staff during our visit who all said they received regular training relevant to their role. We saw that a newly appointed person was studying the guidance on the Social Services and Well-being Act 2014 as part of their induction. People living at the home are supported by staff that are robustly recruited and

supported appropriately when appointed to the role. Generally we saw people receive care from staff who are motivated in their role because they receive relevant training.

Staff are supported and supervised. In the staff personnel files we examined, we saw supervision records that indicated staff are regularly supervised and the content demonstrated that it is used for development of the role and concerns and issues relating to residents. Staff members told us that they felt supported by the manager, deputy manager and senior care staff. We recommended to the registered manager that, as care staff drive people's vehicles; there should be a system in place to regularly review staffs suitability to undertake this task. Generally, people are supported by a staff group where priority is given to their well-being and who are well led and supported.

5. Improvements required and recommended following this inspection

5.1 Areas of non-compliance from previous inspections

No areas of non-compliance were outstanding from the previous inspection.

5.2 Areas of non-compliance identified at this inspection

No areas of non-compliance were identified at this inspection.

5.3 Recommendations for improvement

As residents cars are driven by care staff, their suitability to undertake this task should be regularly checked.

Active Offer; The registered provider's Statement of Purpose and Service User Guide should include a statement regarding the registered provider's ability to offer a service through the medium of Welsh.

The safeguarding policy should be updated to reflect the Social Services and Well-being Act 2014.

6. How we undertook this inspection

This was a full unannounced inspection undertaken on 25 October 2017 between 09.15 and 3.30pm. In addition we undertook telephone discussions with representatives of people using the service.

We used the following methods to formulate this report:

- Observation of daily routines and care practices at the home.
- Discussion with three family representatives of people living at the home.
- Discussion with the registered manager, deputy manager and six care staff.
- Examination of documentation in relation to people's care including care files.
- Analysis of information already held by CSSIW.
- Information in relation to quality monitoring including provider quarterly visits, maintenance, health and safety, fire safety, commissioner monitoring visits and the annual quality review 2016.
- Visual inspection of the interior and exterior environment of the home.
- Review of the homes statement of purpose, service user guide, accidents reports and complaints.

- Review of the homes safeguarding policy.

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	Ferry Care Ltd
Registered Manager(s)	Ritchie Wood
Registered maximum number of places	6
Date of previous CSSIW inspection	17/02/2017
Dates of this Inspection visit(s)	25/10/2017
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service. We recommend that the service provider considers Welsh Government's ' <i>More Than Just Words follow on strategic guidance for Welsh language in social care</i> '.
Additional Information:	