



Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

Coleg Elidyr Care Home

Llandovery
SA20 ONL

Type of Inspection – Baseline

Date(s) of inspection – 31 January, 3 & 5 February 2014

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Summary

About the service

Coleg Elidyr Camphill Communities Carmarthenshire is registered with Care and Social Services Inspectorate Wales (CSSIW) accommodation and personal care for up to 63 people with learning disabilities. It provides a therapeutic environment with learning opportunities for young adults and is based in two separate locations. The main site at Rhandirmwyn has 7 separate buildings that offer accommodation during term time and can accommodate up to 53 people. Within the town of Llangadog there is Victoria House which is registered for 10 people over a 52 week period. In addition to being regulated by Care and Social Services Wales (CSSIW) the Rhandirmwyn site is also inspected by Ofsted and Estyn.

The home is owned by Coleg Elidyr Camphill Communities Carmarthenshire. The responsible individual is David Sibbons and the registered manager with day to day responsibility is Huw Sparkes. Each home has a manager, 3 of whom are registered with the Care and Social Services Inspectorate for Wales (CSSIW).

What type of inspection was carried out?

This was a scheduled unannounced baseline inspection that looked at the four themes quality of life, quality of staffing, quality of leadership and management and quality of environment. The visits were undertaken on the 31st January, 3rd and 5th February; during two of the inspection visits 2 inspectors were present.

During the visit we spoke with the people using the service, resident, staff on duty, managers of settings and Responsible Individual. We inspected the environment and looked at how the service impacted on the people using the service. We examined a sample of documentation, and case tracked the files of five people who use the service, chosen at random.

The following methodologies were also used:

- Analysis of self assessment of service statement (SASS) documentation submitted to CSSIW.
- Analysis of the Statement of Purpose.
- Discussion with peoples representatives
- Observation of care practices.
- Direct observation of the people using the service, including interaction between staff and service users.
- Examination of - Quality assurance process
 - Internal Quality assurance monthly inspections
 - A number of policies
 - Most recent Ofsted and Estyn report
 - Service user meeting minutes
 - Staff meeting minutes
 - Health and safety records

What does the service do well?

We observed the use of varied communication systems including signing, objects of

reference, sing a long, pictures and other computer aided systems.

We found that the service promotes peoples health and wellbeing, each person has an annual health and exercise plan.

We found that the home promotes independence and skill development.

We found that the home offered a variety of activities that were over and above what would be expected within a residential home.

We observed that there were a variety of animals which people were encouraged to look after, the people using the service valued this and we believe it gives people a sense of responsibility and skill development.

We observed that that home has developed a Newsletter; which is available on line this provides people of events, developments and activities within the home. The representatives that we spoke to found the newsletter of great value.

We observed that the home positively uses assisted technology to promote independence and reduce risk.

We observed that the home has an excellent quality assurance process; this allows the home to monitor and raise standards.

What has improved since the last inspection?

We found that the organisation had fully complied with the good practice recommendations made within the last inspection. There has been a replacement kitchen, windows and new bathrooms within one home.

We found that there is more joint working and better communication between education and care staff.

What needs to be done to improve the service?

We found no regulatory concerns; finding the home fully compliant with the Care Home Regulations (Wales) 2002. We would recommend that to further improve the service that bathrooms within 2 settings need to be updated. Furthermore the living areas and bedrooms within one of the smaller settings, requires redecoration.

We would recommend a review of care files to reduce duplication and ensure that care files are stream lined.

We found that the temperature of the hot water within the flat, which is used for people working towards independent living was too hot. Whilst this type of setting does not require water temperature regulators, we feel that this would be good practice and would allow for the Coleg to easily change the nature of the people that they support within this setting. As a minimum requirement we are advising that a sign needs to be put in place with immediate effect, advising people that the water is very hot.

We drew these matters to the registered person's attention and will be checking compliance during further inspections.

Quality of life

We found that the quality of life for people living at the Coleg was of a high standard, there was a clear ethos of 'Valuing each other regardless of skin, intellect, talents and years', this was clearly evident throughout the inspection. We observed that people were treated with respect, given choice and had a clear voice on the daily running of the different settings. During the inspection we found that people using the service had frequent house meetings, these were well attended and allowed people to give their views on the daily running of the home; including menu and activity choice, household chores and any other issues.

During the inspection we visited all settings and whilst each setting was different, all felt warm and homely despite them being large; this was echoed by relatives that we spoke to, one of whom commented that our son is extremely happy at the home, 'We know he is happy because when we arrived for a parents day, he welcomed us with, I'm staying, you are going home!'. During the inspection we observed plenty of positive interactions; there was a lot of laughter, smiling and good banter between people using the service and the staff who were supporting them. We found that there was an excellent use of different communication approaches which allowed people to have a voice and become far more independent. We feel that this has a positive effect on people's self esteem and behavioural presentation.

We found that the Coleg offers people routine, yet promotes independence. Independent living skills are a large part of the Coleg focus; we observed people being supported to prepare meals, complete chores and develop personal care skills; alongside developing people's confidence, self esteem and communication skills. This was supported by a staff member who stated that 'you would not believe how much he has come on, he used to be really shy, 'you can't stop him talking now'. Furthermore we found that people's independent living skills are being developed. We observed that there was a shop within the Coleg where people are encouraged to develop their retail, shopping and budgetary skills. The college also offers bed and breakfast accommodation on site and people are supported to gain skills in the hospitality service, alongside supporting people to gain skills within the farm which is on site.

Outside of the Coleg we found that a number of people did varied work experience placements including working in café's, recycling projects and different gardening and forestry projects. We believe that these opportunities are positive and provide people with a sense of value and responsibility. Alongside these opportunities, there are also a wide range of social opportunities offered to people, these include Zumba, cinema nights, pub visits and walking.

We observed meal times and found that people had a home cooked, health, balanced meals. There was always a vegetarian option available, fruit and vegetables were offered and were varied; being generally grown by people at the Coleg, The people that we spoke to spoke very positively about food and we found that meal times were very social gatherings between staff and people using the service.

Overall we found that Coleg Elidyr offers a truly unique service for people with a range of learning disabilities, people have an excellent quality of life that focuses on developing skills and maximising people's potential. We found the service to be creative, forward thinking, open and transparent; with their being a willingness and commitment to improve and develop the service for the benefit of people who they support.

Quality of staffing

People can be confident that the quality of care at the home is delivered to a high standard. The people using the service are cared for by a combination of overseas volunteers and a predominately stable permanent staff team; volunteers make up under half of the staff team. Volunteers generally work at the home for between 1-2 years and we can assure people that the recruitment process is robust. Volunteers are interviewed over SKPE to assess their level of English; there were reference checks in place alongside employment histories, criminal record checks and regular checks by the home office. We found that many volunteers were graduates. We found that these robust recruitment checks were also in place for permanent staff members, some of whom had been working within the organisation for many years.

We found that the staff that we spoke with were motivated, knowledgeable and knew the service users well. Staff reported that they had all the necessary training to carry out their role. We were advised that all new staff undergo a two week induction program prior to commencing their role, this includes safeguarding, total communication, basic life support, behaviour management, food hygiene, manual handling, induction to care and equality and diversity. In addition to induction training we found that some staff had the opportunity to complete additional training which included autism, epilepsy and person specific behaviour management training which was supported by a Clinical Psychologist who supports the organisation on a regular basis.

The staff spoke with reported that they had a good induction and always had a senior member of staff on duty that they could seek advice and support from and who knew people well. We were advised that training was ongoing with there being regular updates and weekly sessions to improve peoples signing skills. To further improve people's skills and provide advice the Coleg has an inclusive communication co ordinator, Speech and Language Therapist and 3 behaviour management trainers. We feel that the training and mentoring process offered by the Coleg allows staff to have a greater understanding of people's needs, wants and personal preferences and liked that people using the service were involved in some of the staff training sessions and had a voice in the staff recruitment process. One member of staff reported that she was interviewed by a person using the service and manager stated that a student had asked for staff that could play football; this was taken into account at interview.

We were advised that staff had clearly defined roles and responsibilities within the organisation, this ensures that tasks within the home are completed and done in a timely manner and also provides clear lines of accountability. We found that there was a clear enablement culture for both people using the service and staff; carers with good report writing skills are encouraged to mentor others; we feel that this support will help raise standards and ensure consistency.

Overall we found that the quality of the staff was high, with staff genuinely caring for the people who they support, the family members who we spoke to all stated that staff made them feel very welcome within the Coleg and were always happy to be contacted and advise them about any issues or concerns about their relative, one relative reported that 'staff amaze me with their patience and fortitude'. We found that there were good staffing levels within the home on the three days of inspection activity and found that there were always sufficient numbers of staff on duty to support people using the service.

Quality of leadership and management

We observed that there was a clear management structure within the home; there is a registered manager with overall responsibility; however due to the size of the Coleg they are supported by 7 house managers; 3 of whom are registered with the Care and Social Service Inspectorate for Wales (CSSIW) and 6 deputy managers. Permanent experienced staff members take the lead on shift and are responsibly for ensuring that the shift is run smoothly and also administer medication.

People can be assured that the business is well run and that the registered individual is visible and take's an active role in the Ccoleg, he is based at the Ccoleg and has introduced robust quality assurances measures. Each setting is audited internally on a monthly basis by either the registered manager or responsibly individual, this ensures that documentation is up to date, in addition to ensuring that supervisions, appraisals, environment checks and any other tasks are carried out in a timely and organised manner, with managers at all levels having clear roles and lines of accountability. On reviewing staff files we observed that staff had regular supervisions and annual appraisals; to ensure this happens in a timely manner the Ccoleg has introduced a computer system, which allows the registered manager and registered individual to monitor supervisions and appraisals and also is a means of recording any incidents or concerns in one area; this allows the registered individual to be aware of issues, look at recurring incidents and is a way of providing staff with feedback about their practice and highlight training needs..

During the inspection we found visible information on safeguarding for people using the service, staff and visitors. Managers had a clear understanding of safeguarding, mental capacity and best interest and were aware of when they needed to get advice and support from external agencies to support them with people's management. We can assure people that when a person is being considered for admission a persons needs are carefully reviewed and if the Coleg does not feel able to meet a person needs, they are very honest about this. This transparency was evident throughout the inspection; we found that the setting was open, with there being a clear drive to improve practice.

We observed that all documentation relating to people using the service and staff were kept in a locked area to ensure confidentiality. The statement of purpose and policies and procedures are up to date, with there being policies on areas such as safeguarding, confidentiality and restrictive interventions. At the start of employment all staff are given a staff handbook, we found that this was detailed and included a number of policies that staff may need to refer to for advice and direction.

Overall we found that people can be assured that they would be involved in the day to day running of the Coleg and have an influence on the over all direction of the service. We found that the views of staff and people using the service were valued and found evidence of questionnaires, regular learner meetings and staff meetings which were documented. The staff meetings were used as a means of reviewing people's needs, looking at service issues and ways of improving the service. Furthermore we would like to comment on the positive joint working between education and care; we found that communication has improved and that both services are working towards shared measureable objectives. We feel that this approach is beneficial for people using the service and helps to promote skill development and continuity.

Quality of environment

The college is set within 180 acres of farm land in a rural location, we found that the setting is safe and offers people the opportunity to walk around the large grounds semi independently. One parent reported that 'the fact that the college site is such a safe and spacious location helps his well-being as it gives him the opportunity to stretch his legs and walk from house to lessons and back independently.' Within the grounds there is a working farm which people are encouraged to get involved in, one parent reported that she felt that working on the farm made her son enormously happy and he really enjoys the physical activity.

We reviewed all the accommodation areas including the communal area and found that the college offers accommodation for people in a number of different settings accommodation varies in size and is generally large and spacious; providing accommodation for up to 10 people, there is also some smaller accommodation that supports up to 2 people. We found that the smaller settings are generally used to support people to live semi independently with minimal support and there was also a smaller setting that supported people with more complex needs. During the inspection 6 people using the service showed us their bedrooms, bedrooms could lock their bedrooms doors if they wanted and rooms were large and had been personalised to meet individual's tastes and preference. All rooms within the home were clean and appeared homely and relaxed, some settings were being redecorated. During the inspection we observed that within 2 settings that there was a need for the bathrooms to be updated and some redecoration of communal areas and bedrooms.

During the inspection we checked that all the required safety checks were in place and can assure people that the home carries out all necessary fire drills and checks, the homes electrical equipment and water temperatures are also checked as per regulatory requirements. Within one of the smaller settings used to promote independent living we did find that the water temperatures were raised due to issues with the boiler, we found that this had been reported promptly and as there are no requirements for thermostatic regulators within this type of setting, we advised that as a minimum there needs to be warning signs to advise people about the hot water.

Overall we found that the home was maintained to a good standard and appreciate that due to the size and age of some of the accommodation offered that there will always be a need for redecoration and replacement. We particularly liked the college's use of assisted technology to promote independence and minimise risk and observed the use of specialist toilets that promote people's personal hygiene, alongside the use of vibrating fire alarms for people with hearing difficulties and epilepsy alarms that can be used at night to alert staff if a person is having a seizure. All settings at their own transport to support community activities.

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.

- **Focussed 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 focussed 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.

