



Clarian Hope LTD Port Talbot Residential Care



Port Talbot



01639687540

Date(s) of inspection visit(s):

Service Information:

Operated by:	Clarian Hope LTD
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	3
Main language(s):	English
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Clarian Hope LTD Port Talbot Residential Care is a care home service for younger adults in Cwmavon, close to Port Talbot town centre which is a short distance from local shops and facilities. The home is a two storey property with accommodation for up to three people. There is a Responsible Individual (RI) who has a presence within the service and a manager who is registered with Social Care Wales (SCW). Care Workers are supported formally during supervision and informally through day to day discussions. People and their relatives are happy with the care and support provided at the service. They live in a comfortable, welcoming and homely environment which is warm, clean and suitable to meet their needs but would benefit from updating.

At this inspection we found improvements had been made to Care Workers support with formal supervision and appraisal. People experience good wellbeing outcomes because of the care and support they receive. The environment is an area which the service provider is seeking to improve and has already started on a programme of refurbishment. Leadership and management of the service is good because the Care Workers ensure people achieve good outcomes.

Findings:



Well-being

Good

People are treated with dignity and respect. They are mostly supported to identify their well-being outcomes and encouraged to use and build on their strengths. During our visit, we spoke with people who told us they were satisfied with the support they received from Clarian Hope Port Talbot and were supported with making day to day decisions. One person commented “*they are very good to me.*” We also observed people being supported in a warm and genuine way and people told us care workers always treat them well and “*know what I like.*” People are mostly enabled to achieve outcomes identified together with their care workers.

People are protected from harm and neglect. The provider ensures Care Workers receive training in protecting vulnerable adults and has policies and procedures in place to support this. Care workers have a good understanding of their responsibilities and know how to report any concerns they have about people they support. Personal plans and risk assessments are in place and reviewed regularly. Families told us their relatives are independent with the right level of support and are safe in their home. Care workers are recruited safely. One relative commented “*They are good at employing the right staff and are selective about who they employ.*”

People are supported to develop and sustain positive relationships within their community and with family, friends and important people in their lives as far as possible. Care workers support this by valuing these relationships and the importance they hold in people’s lives. A family member commented “*They regularly keep in touch with me and keep me updated in his life. I feel involved.*”

The service provider makes an effort to promote the use of the Welsh language and cultural needs of people and is working towards becoming a bi-lingual service. The service makes documentation available in the language of people’s choice.

Care workers have a good understanding of safety, weighing risks and rewards to promote overall well-being and involvement in the community. Care Workers are up to date with positive risk taking training. We observed digital photo frame pictures of people undertaking activities with support from Care workers at the service. A relative commented that “*My son has an active routine and is well supported by staff who know him well, they know his needs better than I do.*”



Care & Support

Good

People receive the quality of care and support they need to achieve their personal outcomes. They are well supported according to personal plans and risk assessments which reflect their needs. We discussed with the manager the need to use a person centred approach to strengthen identification of outcomes and measuring their achievement. A sample of personal plans viewed contain detailed information regarding personal interests, likes and dislikes. People told us, and we saw personal plans are developed following discussions with people and their family. One family member told us *"We are involved in all aspects of my son's life."* Personal plans and risk assessments are accurate and regularly reviewed in consultation with people wherever possible. Recording of food and fluid intake in daily records needs to be strengthened. Referrals for advice and professional help regarding health services are sought as needed.

People can do the things that matter to them when they want to. We saw there are a range of activities available which are meaningful to people. People told us they enjoy taking part in a variety of activities including local walks, "Bikability," swimming, bowling, visiting arcades and baking. However, we discussed with the manager the need for activities to be strengthened to add more variety using a person centred approach to this work. People meet regularly either individually or in the communal lounge with Care workers to plan future things they would like to do.

People are protected from abuse and neglect. Policies and procedures have been reviewed to make sure they are up to date. We discussed with the manager the need to strengthen the oversight of safeguarding referrals and records. Care workers are aware there are policies in place to guide them and are supported by management. People feel secure, knowing that Care workers understand and act in accordance with their safeguarding responsibilities. Care workers have completed safeguarding training relevant to their roles.

People's medications are stored and administered safely in line with statutory and non-statutory guidance and the service provider's medication policy. There are safe procedures for accepting incoming, returning, storing, and administering medication. Fully trained Care workers administer people's medication and their competency is checked on an annual basis. Audits are completed to ensure consistency of practice and good standards are maintained. There is a medication policy in place. We discussed with the manager the need to archive older information contained within the medication file to make it more manageable.



Environment

Good

Clarian Hope Port Talbot is a comfortable and homely environment situated in a suburban estate in the heart of Cwmavon near Port Talbot. On the day of the inspection, we found the home to be calm and relaxing. The service provider has identified areas of wear and tear around the home. There is an improvement plan in place for the renewing and updating of the bathroom and kitchen along with other areas such as redecorating and maintaining bedrooms and staff room. The manager told us bedrooms also require the windows renewed and the RI has developed a plan to address all the above. The manager told us the service has a maintenance worker employed. The home had recently renewed flooring and some rooms have undergone redecoration. The service is mostly clutter free. Records show systems are in place to monitor the decoration and repair of all rooms, facilities and furnishings, and action is taken to address issues as they arise.

The service provider mostly identifies and mitigates risks to health and safety. There is a system in place for monitoring and auditing of health and safety but this requires strengthening. We discussed with the RI the need to review and develop this to be more robust. Routine checks for fire safety and fire equipment are completed, and records show required maintenance, safety and servicing checks for electrical systems are all up to date. The sample of bedrooms viewed had facilities and equipment which is suitable for the individuals and meets care plan requirements. People access the home through a securely locked door and visitors must sign in and provide identification.

Policy, procedure and application of hygienic practices are in place to reduce risks of cross infection. Care Workers demonstrate an understanding of infection control and the use of personal protective equipment (PPE). Care Workers wear appropriate PPE and follow correct procedures. The service has sufficient stocks. We discussed with the manager the need to ensure PPE is stored in an organised manner in an appropriate place. There is effective oversight and auditing of infection control measures. Cleaning schedules are in place and are implemented in the service.

There is a small secure outdoor paved garden area that can be accessed independently and/or with support if required. We discussed with the RI the need to develop this area to include areas of interest such as flower beds and shrubs with seating and tables.



Leadership & Management

Good

The service provider has systems for governance and oversight of the service in place. There are systems for assessment, care planning, monitoring, and review to enable people to achieve their personal outcomes. The service is provided in line with the objectives of the Statement of Purpose and Guide to the Service, which are regularly reviewed. Records show the RI visits the home regularly at least quarterly per year to complete the statutory visits and meet with people and Care workers. However, these could be further strengthened by talking to people's representatives where applicable.

The service provider audits aspects of the service to monitor practices such as medication management, record keeping and care planning. They complete analysis of audit findings and take action as a result to promote and uphold standards of care quality. The quality of care review report is completed as required to a good standard. We saw evidence the RI has oversight of the service, and the management team conduct a quality assurance system to ensure quality care is delivered. We discussed with the manager the need to ensure staff are guided by a complaint recording format.

The service provider has oversight of the financial arrangements and investment in the service. The RI assured us the service is financially sustainable to support people to be safe and achieve their personal outcomes. The RI told us *"Planned investments include ongoing property renovations, upgrades to communal and personal spaces, and maintaining a high-quality, safe environment."*

Recruitment pre-employment checks for Care workers are completed prior to employment commencing. Care workers are registered or in the process of registering with Social Care Wales, the workforce regulator. New Care workers receive an induction including shadowing more experienced Care workers and this was confirmed by Care workers we spoke with. Care workers have the knowledge, competency, skills and qualifications to provide the levels of care and support required to enable people to achieve their personal outcomes.

Care workers are well supported with supervision, appraisal and training. Care workers told us they feel valued and supported by the manager. Records show there are enough Care workers on duty to safely support and care for people. Records show the team in place has a mixture of experienced and new Care workers available, and this was seen during our inspection. Care workers we spoke with describe management as supportive and understanding.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

CIW has no areas for improvement identified following this inspection.

CIW has not issued any Priority action notices following this inspection.

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