



Inspection Report on

Walker Road

Cardiff

Date Inspection Completed

02/10/2023

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About Walker Road

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Cerys Robins
Registered places	3
Language of the service	English
Previous Care Inspectorate Wales inspection	07 June 2022
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

People are happy living at Walker Road and have good relationships with the care staff who support them. People are supported to live their lives in their preferred way and do the things that matter to them. Care staff encourage people to be as independent as they can be and to make their own choices where possible. Care staff understand the needs of the people they care for and do so with kindness and compassion. Care documentation is thorough, robust and clearly outlines how people should be supported. Personal plans of care are reviewed regularly to ensure they remain accurate. Medication administration processes are safe and people have access to health professionals when required. People live in a suitable environment that is safe and meets their needs. People have their own bedrooms which offer personal space and privacy.

The Responsible individual (RI) is also the manager of the service and has excellent oversight of the service. Quality assurance monitoring takes place regularly. Care staff personnel files contain all required information and care staff receive a formal supervision regularly. Care staff receive appropriate training and feel well supported working at Walker Road.

Well-being

People are treated with dignity and respect. Care staff have good relationships with the people they care for and understand their needs and how they should be met. Care staff and people interact warmly and enjoy laughter and banter together. Personal plans clearly outline people's needs and how they should be met and are kept under regular review. People live in a suitable environment which is warm, clean and decorated nicely. All bedrooms are single occupancy and enable people personal space and privacy. Care staff receive appropriate training to undertake their roles and feel well supported working at the service. Formal supervisions take place regularly and RI and care staff also meet on a daily basis to handover information. There are policies and procedures in place for the running of the service and for care staff to understand what is expected of them.

People have autonomy over their own lives. Care staff encourage people to be as independent as they can be and to make their own choices where possible. Personal plans of care contain people's personal outcomes and clearly highlight people's preferences. Referrals are made to external professionals when required and people attend medical appointments when necessary. Medication is administered correctly and stored safely. People have personal routines, attend activities of their choice and make their own decisions in regard to meals and drinks. The RI engages with people on a daily basis and their views are considered as part of quality assurance monitoring. People have access to independent advocacy and are given information about the service. There is a complaints policy in place should anyone be unhappy with the care they are receiving.

People are protected from abuse and harm. Walker Road has a safeguarding policy in place and the RI understands the legal requirements of caring for vulnerable people. The environment is clean, hazard free and safety checks of the building take place regularly. There is a fire risk assessment in place and all staff receive fire safety training. Emergency lighting and fire alarms are tested regularly. Care staff are recruited safely with pre-employment checks completed correctly. There is a system in place to renew Disclosure and Barring Service (DBS) certificates when required. Care staff personnel files all contain required information.

Care and Support

People receive the right care at the right time. Care staff levels at the service are good and ensure people do not wait for the care they need. Walker Road has a small care staff team who have supported people for many years, enabling them to build positive relationships. Care staff understand the needs of the people they care for and have the skills and knowledge needed to meet these needs. People are happy living at the service and speak positively about the care staff who support them. Personal plans of care are detailed, robust and supported by risk assessments and other information where required. Personal plans are important documents as they guide staff on how to care for people correctly. Care documentation is reviewed regularly and updated to ensure information remains accurate. We saw evidence that referrals are made to external health and social care professionals without delay, and people attend medical appointments when needed. Medication processes are safe and robust. Medication is stored safely and administered as prescribed. There are Medication Administration Record (MAR) charts in place that are completed correctly when medication is administered.

People are supported to have choice and control over their lives. People are at the centre of care planning processes and are encouraged to participate in the assessment and reviews of their needs. Personal plans of care contain people's likes, dislikes and preferences as to how their care is provided. People have their own personal daily routines and do the things that matter to them. Care staff encourage people to be as independent as they can be and to do things for themselves, offering reassurance and support should people need it. Visitors to the service are welcomed and people access the community and external activities as they wish. There are no food menus in place as people choose what they want to eat and when. People speak positively about living at Walker Road and feel able to raise any concerns regarding their care. Home meetings take place regularly to ensure people have input into the running of the service and address any issues that may arise.

Environment

People live in a suitable environment that meets their needs. Walker Road is located in a residential area of Cardiff and benefits from local amenities and good transport links. The service has a homely feel and is warm and welcoming. The home has recently been redecorated throughout to a very high standard making it a pleasant place to live. There are good cleaning processes in place and the home smells fresh and clean. People have their own bedroom which offers personal space and privacy when required. There is ample communal space within the service and people also have their own personal lounge area and facilities to make snacks and drinks as they wish. There are a suitable number of bathrooms and toilets throughout the home, all are clean and in good working order. There is safe outdoor space that people are free to use as they wish.

People can be assured they live in a safe environment. On arrival to the service, we found the main door secure and our identification was checked before we were permitted entry. We completed a tour of the building and found it to be in a good state of repair with hazards reduced as far as possible. Safety checks of the building including gas and electrical safety testing take place in line with legal requirements. The environment is clutter free, harmful chemicals are locked away safely and window restrictors are in place. The carpets and flooring throughout the home have recently been replaced so ensure people can move around safely. A new fire alarm system has recently been installed at the service and the fire risk assessment has been reviewed and updated. People living at the service have a Personal Emergency Evacuation Plan (PEEP) in place. PEEPs are important as they guide staff on how to evacuate people in the event of an emergency. Fire alarms are tested on a weekly basis and fire drills including full evacuations take place regularly.

Leadership and Management

People benefit from the leadership and management in place. Walker Road benefits from an RI who is at the home every day and has very good oversight of the service. The RI is also the manager and is registered with Social Care Wales, the workforce regulator. The RI engages with people using the service on a daily basis. Quality assurance monitoring takes place in line with regulatory requirements and considers the views of people using the service. Quality assurance monitoring indicates the provider is committed to providing a good service and making improvements where required. There are policies and procedures in place for the operating of the service and people are given detailed information about the service they can expect to receive, including how to complain if they are unhappy with the service. The manager understands safeguarding procedures and liaises with the local authority safeguarding team when required. There have been no complaints to the service since the last inspection. The home's statement of purpose is kept under review and updated when any changes occur.

People are supported by care staff who are well trained and safely recruited. There is small consistent care staff team working at Walker Road who have been appropriately vetted. Care staff files contain all required information and improvements have been made to ensure all files now contain photographic identification. Pre-employment checks including references and DBS certificates are applied for prior to employment commencing. These checks are important as they determine a person's suitability to work with vulnerable people. Care staff attend training courses relevant to their roles and the people they support and feel well equipped to do their jobs. Care staff speak positively about working at Walker Road and feel supported by the RI. Improvements have been made to ensure all care staff receive formal supervision in line with regulatory requirements. Supervision is important as it gives opportunity to discuss any issues or needs in a setting that is recorded.

Summary of Non-Compliance	
Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement		
Regulation	Summary	Status

N/A	No non-compliance of this type was identified at this inspection	N/A
36	The provider does not record or document dates of when staff supervisions takes place.	Achieved
59	Staff personnel files do not contain any forms of identification.	Achieved

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