



Inspection Report on

Station House Residential Care

**Station House
Station Road
Holywell
CH8 7EL**

Date Inspection Completed

08/08/2024

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About Station House Residential Care

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	DIANE ROBERTS
Registered places	8
Language of the service	English
Previous Care Inspectorate Wales inspection	1 August 2022
Does this service promote Welsh language and culture?	This service is making a significant effort to promote the use of the Welsh language and culture or is working towards being a bilingual service.

Summary

People are very happy living in Station House. Trained and experienced staff, who have worked here for many years, support people to keep well and happy and achieve their desired outcomes. Staff and people living here are familiar with each other and people describe it as *'like a family'*. People enjoy the variety of activities they do, the trips they take to places of interest and the social events they partake in. They have a full and active, happy life. The home is a family house where people can choose from a variety of places to spend their time while at home. The RI (responsible individual for the home) is the provider and manager of the service. They have excellent, comprehensive arrangements in place to keep the service compliant with regulations and a home that is well maintained and comfortable; a place that provides a high-quality service to people who are supported well to live the way they want.

Well-being

People have control over their day-to-day life. They are asked about their preferred activities and events, where they want to spend their holidays and go on trips. At government elections, they are facilitated to understand their options and they are supported to vote. People go shopping for items they want to buy and choose their preferred foods. There are lots of opportunities for people to contribute to decisions related to the home and their life; people are respected as individuals, their needs and preferences catered for.

People are content with their lives at Station House as they do things that make them happy. Reviews of people's care plans provide opportunities for people to express what they would like to achieve in the coming months; whether that be to visit specific places, obtain work, achieve specific goals, plans are agreed so these may be achieved. People get the right support when they need it as staff are experienced and understand each person's behaviours and communication and quickly identify and manage any actual or potential issues. Staff and residents have been at Station House for many years and know each other well.

People are safe and protected from abuse and neglect and they know how to make their concerns known. Staff are trained in matters relating to safeguarding and know what is abuse and when to raise concerns. The service has written policies and procedures to protect people and staff must read these. People living in the home feel comfortable expressing their views and raising concerns if they need to.

People are supported to learn and develop to their full potential and do the things that matter to them. Each person has a weekly planner to help them structure their week so they can accomplish things that are important to them and that promote their independence skills. People enjoy facilities in their community and regularly meet with friends in a local day service, partaking in the choir and music concerts with their peers. They are supported to take up work if they wish and take part in some of the training provided to staff.

The home is very much a family home with a choice of communal space, individual bedrooms, bathrooms and outside space. The provider invests in the home to make sure it is kept up to date and suitable for people living here.

Care and Support

People can feel confident the service has an accurate plan for how to care and support them. It is kept up to date through three monthly reviews that consider the extent to which goals have been met, put actions in place to overcome any obstacles and identify new goals for the coming months. Personal profiles describe how each person prefers to be supported, what they can do for themselves and how their needs are to be met. Staff have worked at the home for many years and know the people they support very well. The service can provide information such as the statement of purpose and service users guide in Welsh if a person prefers it in this language.

Individuals fully contribute to designing their care and support. Plans are comprehensive and outline all elements of care and support required; they consider and mitigate any associated risks. People's unique and specific preferences and needs are identified through careful information gathering from the person, their family and any professionals involved. We saw people achieve their goals such as trips to the set of a popular soap, holidays to the Lake District, partaking in singing competitions and performing in choirs. We spoke with people living here who said *'I love it here, I make cakes with staff and I have a good life. It's like a family. I get on with everyone. Nothing could be better'*. Another person said *'Staff are kind, there's lots to do and I like that I go shopping on Wednesdays'*. The RI (responsible individual for the home), also the manager, has been responsible for the home since the service began and they know every person living here very well. They are passionate about what they do in Station House and we saw lots of evidence of the service doing its best for people living here. People receive excellent support and live a quality life they enjoy.

People are supported to stay healthy in the home and access health services. We saw evidence of appointments to health services, and of additional training to keep people well. There are records identifying specific behaviours and what each of these means, so staff are alert to any signs or symptoms of distress. The service has taken additional measures to pre-empt and prevent illness, routinely using an oxy sensor which would identify potential infection. Staff can act swiftly if there are any concerns. We saw medication practices in the home are kept safe through training, good record keeping and regular audits. Any accidents and incidents are fully analysed with action plans put in place to minimise risks of reoccurrence.

Environment

Care and support are provided in an environment that helps people achieve their outcomes. Station House is laid out as a family home with 2 lounges, a dining room and kitchen, each room used by everyone. The home is situated near a town so people can take a bus ride or walk to local shops, use the local leisure facilities and visit local cafes and restaurants. The responsible individual has links with a local day service, so people benefit from using those services too. There are lots of opportunities for people to make friends and maintain their relationships with them through activities arranged there. The responsible individual arranges for people to receive services that help them achieve their outcomes and stay safe such as vibrating pillow fire alarms for those hard of hearing, and a giant electronic tablet for people to play games and have virtual meetings with people they want to keep in touch with. The home is well maintained with regular investments made to improve décor, soft furnishings and furniture. Quality floor covering has been fitted since the last inspection, a new wet room has been installed and we saw plans for further ongoing improvements. There are signs around the home in both Welsh and English.

The provider of the service keeps the home safe through identifying and mitigating risks to health and safety. They ensure everything is serviced and tested routinely. We saw certificates and other evidence of safety checks on electrical installation, oil safety, portable appliance (PAT) tests, fire risk assessment, infection prevention and control and routine inhouse checks of various fire safety equipment and alarms. There are recorded schedules for daily cleaning and the Food Standards Agency awarded the home a level 5 in their last visit, which is the best it can be. The responsible individual conducts regular health and safety audits of the whole building to keep it safe and comfortable.

Leadership and Management

There are excellent governance arrangements in place to support the smooth operation of the service and ensure continued quality care and support. The RI is in the home daily and always available to respond to queries and contribute to decisions about care and support. They are a pivotal person in the home, who staff and people living here hold in high regard. The RI involves staff in routine, comprehensive compliance audits to enhance their understanding and appreciation of the requirements of the regulations. They promote and reward staff for long service and experience; all staff have worked here for a long time and completely understand and respect the expectations the RI has of them. Every aspect of the service is designed to provide and enhance the support people receive and help them achieve their needs and their changing outcomes.

The RI's daily presence and close relationships with staff and people living in the home helps provide an excellent oversight of the service. Every three months, they complete a formal, recorded assessment of the home; they conduct audits to ensure full compliance with the regulations; they check records, inspect the home, and meet with staff and people living here to check their views. The RI also completes biannual quality of care reviews, aggregating and analysing the information they have collated through the year on things like incidents and accidents, and they consider feedback from people using the service, their relatives, and professionals. They are certain of what is working well and where they could make improvements.

There are adequate numbers of staff available each day to support people to achieve their outcomes and meet their needs. The service ensures all staff have been thoroughly vetted prior to commencing work at the home. We saw records of thorough checks for each member of staff to ensure suitability, they then complete a full induction and a mandatory training programme to enhance their skills and knowledge. Additional training is also provided to inform staff about specific individual mental, emotional and physical needs. Staff are very experienced and have a good understanding of people's experiences and challenges they may face. Staff told us how much they enjoy working in the home; *'I feel valued; The RI is supportive and caring. They thank and reward us for our work.'* Also, *'She's fair and great with the ladies here. They have a great life; she cares deeply. It's a brilliant team, nothing could be improved'*.

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.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	
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