



Inspection Report on

Channel View Residential Care Home

**317 Barry Road
Barry
CF62 8BJ**

Date Inspection Completed

10/12/2024

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About Channel View Residential Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Cheerful Elegant Healthcare Ltd
Registered places	11
Language of the service	English
Previous Care Inspectorate Wales inspection	08 June 2023
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People like living at Channel View and have good relationships with the care staff who support them. Care staff engage with people positively and encourage people to be as independent as they can be. People are supported to engage in activities of their choice and do things that matter to them. Food menus are prepared in advance in accordance with peoples likes and dislikes and people also have access to further choice. Care documentation contains detailed information about people's needs and how they should be met. Risk assessments are in place and all documents are kept under review. Medication processes are safe, and people access health appointments when necessary. The Responsible Individual (RI) has good oversight of the service and completes quality assurance monitoring. There are policies and procedures in place and people have access to a complaints process. Care staff receive appropriate training, supervision and are recruited safely. The home is warm, welcoming and clean throughout but does require some cosmetic redecoration in places. Safety checks of the building take place as required and hazards are reduced where possible.

Well-being

People are treated with dignity and respect. People feel they receive a good service and speak highly of the care staff who support them. Care staff engage with people positively and have built good relationships with them. We saw laughter, jokes and banter between care staff and residents during our visit. People's views are sought as part of quality assurance monitoring and people have access to a complaints process. Personal plans of care contain people's preferences, likes and dislikes and we are told they are going to be developed further in the future to be more person centred. People live in a suitable environment and have their own bedrooms that offer personal space and privacy. People have access to social activities within the home and community. The manager and RI are present at the service and seek people's views of the service as part of quality assurance monitoring and regulatory visits.

People receive care without delay. Care staff levels are sufficient to meet people's needs and are kept under review particularly when there are changes to the needs of people living in the home. Care staff receive appropriate training, and the provider is committed to increasing care staff knowledge and skills. Care staff are mostly happy working at the service and receive formal supervision regularly. Personal plans of care detail people's needs and guide care staff on how to care for people correctly. Medication processes are safe, and people access medical attention when required. There are policies and procedures in place which are reviewed regularly and updated when required.

People are protected from abuse and harm. Channel View has a safeguarding policy in place and all care staff receive training in the protection of adults at risk of abuse. The manager understands safeguarding legislation and how to refer to the Local Authority when necessary. Care Inspectorate Wales are notified of incidents as set out within the regulations. Care staff recruitment is safe as pre-employment checks are completed correctly. There is a system in place to renew Disclosure and Barring Service (DBS) certificates when required. All care staff are registered or in the process of registering with Social Care Wales, the workforce regulator. People live in a safe environment that is free from hazards, warm and clean. The building is well maintained, and safety checks are completed lawfully. Fire safety is taken seriously, and all care staff attend fire safety training.

Care and Support

People receive the right care at the right time. Care staff understand the needs of the people they care for and do so with kindness and patience. We saw positive interactions between care staff and residents and one person described the staff as “*lovely and very helpful*”. Personal plans of care outline people’s needs and how they should be met and are supported with further information and risk assessments where required. All documents are reviewed regularly to ensure they remain up to date and accurate. People attend appointments with health and social care professionals without delay and any advice or guidance is added to personal plans. Care staff levels at the service are sufficient to meet people’s needs. We discussed care staff levels with the provider who advised that care staff levels are kept under review to ensure they remain sufficient. Medication processes are safe and robust. Medication is stored securely and administered in line with prescription. There are Medication Administration Record (MAR) charts in place that contain required information and are signed correctly when medication is administered.

People can be assured they have choice and control. Care staff support people to be as independent as they can be and to make their own choices where possible. People are involved in assessments and reviews of their care needs and their likes and dislikes are documented in personal plans of care. The provider informed us that they are looking at moving personal plans to a digital system that will focus more on individual goals, be more person centred and capture more succinct information. Food menus are prepared in advance and consider people’s personal preferences but there is also further meal choice available to people on the day. Channel View has an activity programme in place but due to low uptake of the activities by residents the provider has implemented more community access for residents which has been successful and welcomed. People told us that they like living at Channel View and are supported to go to places of their choice. We saw one person was attending a Christmas party in the community on the day of inspection and another person told us they go out shopping with care staff regularly. Visitors to the service are welcomed and people are supported to maintain relationships with friends and family. We saw Christmas gifts addressed to care staff from families of residents.

Environment

People live in a suitable environment. Channel View is located in a residential area of Barry that has access to local amenities and good transport links. The home benefits from good communal space including two lounges and a dining area that enable people to spend time together and engage in group activities. There is well maintained gardens to the front and rear of the property that contain good quality furniture and enable people to spend time outdoors comfortably. Channel View is warm and welcoming with evident good cleaning processes within the service; we did not detect any malodour during our visit. The home is decorated nicely throughout but requires some cosmetic redecoration in some places. All bathrooms and toilets are clean and in good working order and contain equipment to promote safety and independence where required. People have their own bedrooms which are spacious, warm and clean. People are encouraged to personalise their rooms to make them as homely and comfortable as possible. People are able to access their bedrooms as they wish and care staff respect people's privacy and personal space by knocking bedroom doors before, they enter.

People live in a safe environment. On arrival to the service, we found the main entrance secure, and our identification was checked. We were asked to sign the visitors book before being permitted entry. This indicates that the provider monitors visitors to the service to ensure that only authorised people can access the home. We did a tour of the building and found that hazards have been reduced as far as possible. Window restrictors are in place and chemicals are usually stored securely but we noted cleaning products left unattended while cleaning was in progress. We were given assurances that this would be addressed. There are chair lifts in place for people to access alternative floors safely. The home is well maintained, and safety checks of gas and electricity supplies take place in line with legal requirements. There is a fire risk assessment in place and all residents have a Personal Emergency Evacuation Plan (PEEP) which enables care staff to evacuate people safely in the event of an emergency. The home has been awarded a rating of four (good) by the Food Standards Agency.

Leadership and Management

People benefit from leadership and management in place. Channel View has an RI with good oversight of the service and a manager who is registered with Social Care Wales, the workforce regulator. There are policies and procedures in place for the smooth running of the service and to guide care staff of what is expected of them. Quality assurance monitoring takes place regularly and seeks the views of people using the service and care staff working at the home. Care staff team meetings take place regularly to keep care staff updated and informed of information regarding the service. The manager understands the legal requirements of caring for vulnerable people and knows how to make referrals to the Local Authority Safeguarding team when required. People are given detailed information about the service which includes how to complain if they are unhappy with their care. There have been no complaints to the service since the last inspection. The organisations statement of purpose is kept under review and updated. This document is important as it sets out who care can be provided to, how, where and when.

People receive support from care staff who are well trained and safely recruited. Care staff receive appropriate training and feel well equipped to do their jobs. Training is refreshed regularly, and the provider is open to investing in new courses. The home has recently signed up for 'Gwen am byth' a national oral health improvement programme. Care staff are generally happy working at Channel View but feel some contractual conditions could be improved. We discussed this with the provider who gave assurances that they value the care staff and would look at resolving the issue raised. Care staff receive formal supervision in line with regulatory requirements and can speak with the manager or RI in between if necessary. Supervision is important as this is an opportunity to discuss practice or development needs in a formal setting that is recorded. We examined a selection of care staff personnel files and found that they contain the required information including identification checks and a full employment history. 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.

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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