



Inspection Report on

Cae Deri

**The Old Vicarage
Sterry Road
Swansea
SA4 3BN**

Date Inspection Completed

23/02/2024

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About Cae Deri

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Accomplish group ltd
Registered places	14
Language of the service	English
Previous Care Inspectorate Wales inspection	14 February 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

Cae Deri has a team of motivated staff who support people to enjoy a good quality of life. People are listened to and respected. Care workers embrace their individuality and give them as much control over their day-to-day lives as possible. They actively promote people's health and independence. People feel content doing things they enjoy both at home and in the community. Personal plans provide a good insight into who people are and how they can be supported to achieve their goals. They are regularly reviewed and updated.

Managers lead by example, working in partnership with people, staff and professionals to provide a safe, reliable service that enhances people's lives. Staff work well as a team and receive a high level of support from managers, who motivate them to continually learn and develop in their roles. There are robust systems of audit to help the Responsible Individual (RI) monitor the quality of the service and drive improvement. The home is clean, well maintained and suitably equipped. People benefit from frequent environmental upgrades.

Well-being

The service upholds people's rights. People make everyday decisions which care workers respect. They choose where and how to spend their time and have influence over environmental changes. Care workers prompt and support people to live an independent lifestyle. People are regularly consulted about their care and support and feel comfortable confiding in staff. The deputy manager meets with people every month on a one-to-one basis, giving them the freedom to speak privately and openly about their experiences at the home. The RI also obtains their views during formal assessments and reviews. Managers follow correct procedures to ensure people are not restricted without legal approval.

People receive support which enhances their physical and mental well-being. Care workers know what is important to people and how to support them to achieve their personal goals. People have allocated key workers and experience good continuity of care from a stable team of staff. Care workers encourage people to eat and drink healthily and to keep active. Their medication is managed in a safe way. People have things to look forward to. They follow their interests and take advantage of opportunities to learn new skills. One person said, *"Everything's as it should be... I'm happy"*. Care workers closely monitor people's mental health and follow professional advice to ensure people receive the best possible support. Professionals have confidence in the service, which has helped people progress.

People feel safe and comfortable in their home. They have developed good relationships with care workers, who know how to manage risks to their safety and well-being. Managers lead with skill and passion. They promote a positive culture in the home and a strong sense of teamwork amongst staff. Staff are safely recruited and well trained. They receive an excellent level of support from managers to enable them to undertake their roles effectively. They are familiar with safeguarding and whistleblowing procedures and feel confident managers would deal with any concerns immediately. The RI supervises the management of the service closely and auditing systems help drive constant improvement.

People enjoy a spacious, homely environment that has a good range of facilities to promote independence. They are accommodated in rooms that suit their needs and preferences. People make use of indoor and outdoor areas as they wish, and regularly spend time in the community. They take pride in their surroundings, having contributed to decisions about the décor and furnishings within communal areas. There are plans to further enhance the décor and develop the garden for use during warmer weather.

Care and Support

The service provides a good standard of care and support to help people achieve their goals. These are identified within personal plans and monitored by key workers during monthly reviews. Care workers promote independence by encouraging people to do as much for themselves as possible. For example, they support people to compile a healthy menu and shop at their preferred supermarkets. People are also prompted to carry out cleaning and laundry duties. Care workers keep detailed recordings of how people have spent their days. The service supports people to pursue work and educational opportunities. People have taken up voluntary work or are looking into college courses. The manager told us one person is also being supported to complete a qualification by a staff member who has the relevant knowledge and experience.

People are happy and content in their home. They have developed safe, positive relationships and feel comfortable speaking with staff. One person said, *"I'm doing very well"* and *"I'm very happy"*. People socialise with others at home and in the community. They are supported by care workers to engage in meaningful activities. People spoke animatedly about memorable outings and upcoming events. They regularly visit places of interest, including a spa, coffee shop, gym and cinema. People's skills are celebrated as they are invited to perform for others. The deputy manager meets with people individually every month to check if they are satisfied with their support or would like to try anything different.

People are involved in developing and reviewing their personal plans, which guide care workers to support them safely. They are regularly reviewed and updated to ensure they remain appropriate. The service works with members of the multi-disciplinary team to manage risks to people's safety and well-being and ensure they are being supported in the least restrictive way. The manager told us people's emotional well-being and relationships with staff have improved after lifting some restrictions. The service follows Deprivation of Liberty Safeguards (DoLS) procedures to ensure people are not unlawfully restricted. Records show that all staff have completed DoLS training.

The service has organised systems for managing medication. Medicines are stored securely and at appropriate temperatures. Facilities are available to support people to manage their own medicines following an appropriate assessment. Records show that people consistently receive their prescribed medicines. The service ensures care workers are suitably trained and competent before administering any medication. Regular stock checks allow any issues to be dealt with quickly. The deputy manager also completes audits to ensure correct procedures are being followed.

Environment

People feel at ease in their surroundings. They enjoy relaxing and socialising in a spacious yet homely environment. The large dining room is the hub of the home and a popular place for people to spend their time. The manager told us they choose to dine together twice a week for a communal meal. The accommodation has a mix of individual bedrooms with ensuite bathrooms plus fully equipped flats to promote more independent living. The home also has a communal kitchen and lounge on each floor, which we saw people using at their leisure. The home has a designated smoking area that people share responsibility for tidying. The large garden at the back of the home has a private, tranquil feel. The manager plans to reopen the summerhouse for use during warmer seasons.

People are proud of their home, which is designed and decorated according to their preferences – *“I love it; it’s like a mansion”*. People have contributed to decisions about the décor, agreeing on paint colours and the design of a striking mural painted on one dining room wall. They have also been consulted about rearranging the furniture in an upstairs lounge. People’s handprints will form the design of another feature wall. New furniture has been ordered to create an extra seating area in a quiet part of a ground-floor hallway. People are satisfied with their private rooms, which reflect their individual tastes and interests. Managers have accommodated requests for people to move to alternative rooms where they feel more comfortable.

The service promotes a good overall standard of hygiene and infection control. We found all communal areas to be clean and tidy, with easy access to hand washing facilities and hand sanitiser. Care workers encourage people to maintain their private space and people take turns to use the laundry room. Each person has designated space within fridge freezers and cupboards to store their groceries and they do so in an organised way. The manager told us the home recently received positive feedback following a visit by environmental health officers. The service is also awaiting an inspection by the Food Standards Agency. Records show that all staff complete training in relation to food safety and infection control.

There are measures in place to help keep people safe. Safety equipment and utilities are serviced and inspected within recommended timescales. First-floor windows are fitted with restrictors to reduce the risk of falls from a significant height. All staff have completed training in health and safety and the control of substances hazardous to health (COSHH). Care workers understand how to manage individual risks and only lone work once confident to do so. There are clear on-call support arrangements in place, with care workers describing a close-knit team that works together when facing challenging situations.

Leadership and Management

The service benefits from strong leadership and management. Staff morale is high, creating an upbeat, positive atmosphere. The manager and deputy manager take pride in their roles and work diligently to provide people with the best possible service. A professional told us managers increase support during difficult periods and *“They have always contacted me regarding any concerns or potential changes”*. People look to managers for advice and guidance and managers lead by example, instilling confidence in the staff team. Staff spoke highly about the support they receive:

- *“I’ve never had problems asking questions. Managers are easy to talk to.”*
- *“Manager and deputy are approachable and supportive of any issues. The door is always open even when not in work.”*
- *“Always there... right environment, just knowing there’s someone there to talk to.”*

There are robust systems in place for recruiting and training staff. The service is fully staffed, so people receive excellent continuity of care from familiar staff. Staff undergo the required pre-employment checks, including a criminal check via the Disclosure and Barring Service (DBS). Staff get to know people and familiarise themselves with policies and procedures during their induction programme. Managers give staff incentives to complete their mandatory and specialist training, offering a raffle draw for those who are fully up to date. Staff value their training, describing it as *“very interesting and in-depth”*. One staff member said, *“I’ve not done so much training before in my life - it’s phenomenal”*. We found training statistics to be consistently high. Staff feel comfortable speaking openly during staff meetings and their formal, individual supervision. The frequency of these meetings exceeds legal requirements. Staff supervision meetings include a review of feedback from colleagues and the people they support. They allow staff to have meaningful discussions about their overall performance, personal well-being and learning and development.

The oversight and governance of the service are highly effective. Managers carry out regular internal audits to ensure the service is performing well. Independent reviews are also carried out annually by the company’s auditors. The manager has vastly improved audit scores since taking up post, demonstrating an excellent level of compliance with company expectations. The RI ensures people’s voices are heard during formal assessments of the service. These are carried out during three-monthly visits, which inform six-monthly quality-of-care reviews. Managers take forward any actions to ensure the service continuously improves. The manager feels the support provided by the RI and regional manager is above and beyond what’s necessary. There is clear evidence of investment in the service as numerous environmental upgrades have been made and further improvements are planned. The service has the necessary resources and staffing arrangements to operate safely and effectively.

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
73	The responsible individual has not carried out formal visits to the service at least every three months.	Achieved

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