



Inspection Report on

Pontcanna House

**Pontcanna House Residential Care Home
128-132 Llandaff Road
Cardiff
CF11 9PW**

Date Inspection Completed

18/10/2024

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About Pontcanna House

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Pontcanna House Limited
Registered places	28
Language of the service	English
Previous Care Inspectorate Wales inspection	25 May 2023
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

Nasik Al-Mufti is the Responsible Individual (RI) and Manager who has overall accountability for the service. She is registered with Social Care Wales (SCW) the workforce regulator and oversees the day-to-day running of the home. The RI maintains strong and highly effective leadership and management at the home.

People are happy, feel safe and enjoy good relationships with the care staff. People and their families are highly complementary about the quality of service they receive. Care records provide a good sense of the individual, mostly reflect their care needs, and involves the person and/or their representatives. However, personal plans need to be updated promptly when there are changes. Medication is well managed, and staff are competent to administer it. People relax in the company of care staff forming positive relationships. There are plenty of activities to choose from.

There is a homely atmosphere which is welcoming, friendly, and people feel a sense of belonging. Robust arrangements ensure the home environment is safe and well maintained. The communal gardens offer places for socialising and pursuing hobbies and interests.

Well-being

People are treated with dignity and respect. Most of the staff members have worked at the service for many years, and we saw good relationships have developed between care staff and people. The warmth between staff and people using the service was clear to see. In discussions with care staff, it was evident that they know the needs of people they support very well. Staff told us *“I love making people laugh every day”* and *“They are like my family.”* We saw positive interactions, and lots of laughter, and attentive care focused on ensuring people's needs were met.

People get the right care and support. Personal plans and associated risk assessments are in place, but they are not always updated when there are changes. Relatives are kept well informed, and they can be confident their loved ones are well cared for. A pre-admission assessment, professional documentation, and timely referrals to professionals, help ensure people receive appropriate care and support. Overall, there are robust systems in place to ensure people receive the right medication. People benefit from care staff that understand their needs and preferences. This is due to the excellent retainment of staff and the continuity being provided.

People have a wide variety of activities they can participate in and are able to choose how they want to spend their time. There is an activities coordinator available, and people can do the things that matter to them, and they enjoy. We saw individual activity plans reflecting the choices, likes and dislikes of people. People are supported to maintain relationships with family and friends. Relatives said, *“I Look forward to visiting”* and *“Always made to feel welcome.”*

The environment is suitable and supports people to achieve their outcomes. There are several different communal areas available where people can choose to spend their time. People's rooms are comfortable and homely. Overall, health and safety matters are well-promoted at the service, with robust cleaning regimes are in place to maintain infection control. Accessible and furnished outside spaces are provided. There are agreements in place to ensure facilities and equipment is regularly checked and serviced.

There is strong leadership in the home. The RI is experienced and knowledgeable of the service and its performance. Effective quality assurance systems and processes are in place to maintain good oversight and identify lessons to be learnt. Recruitment, supervision and training procedures ensure staff have the right skills, knowledge and approach to care. Staff are clear on their responsibilities to protect people and policies are regularly reviewed. The care staff told us *“It's a great place to work.”*

Care and Support

People told us they are very happy with the care they receive, and confirmed their individual preferences are always respected by staff. They take their time to talk through what they are doing with people while delivering care and respond to people's needs in a timely manner. Staff confirmed consistent, written information regarding people's care and support needs is always provided. People are relaxed in the company of care staff; we saw them chatting and laughing together during both of our visits. This facilitates consistency in the support people receive. People described the staff as *"wonderful"* and *"couldn't ask for better care."*

People's individual needs and preferences are recognised and understood through personal plans that provide individualised support. There is evidence of the person and/or their representatives being involved to inform care staff about their daily routines and preferences. The care records show that staff provide consistent support. Although personal plans and risk assessments are in place, they require further development. When there are changes to people's needs, these are recorded, but personal plans are not always updated, which can lead to incorrect care. The RI assured us that this is being addressed.

Health and medical professionals are involved in the care and support of people when required. There are good links with the local GP practice and health support is well documented. People are supported to make and attend health appointments. Medication is well managed, and records show people receive the right medication. The staff are well trained and competent to administer medication. The RI is in the progress of developing medication plans for each person that requires *'when required'* medication, to help care staff recognise key indicators of when to administer medication for a person living with an impairment.

People benefit from a positive dining room experience and are encouraged to socialise together at mealtimes. The varied menu displayed in the home offers alternatives to cater for different tastes. The kitchen and care staff are knowledgeable of people's dietary requirements supporting their health and well-being. Care records show effective monitoring of people's weight in line with their personal plan. Appropriate referrals are made to the relevant professionals for dietary needs or swallowing difficulties. The kitchen had a food hygiene rating of five (very good).

We observed a wide range of activities that people can participate in, which they told us they enjoy. There is a designated activities coordinator available five days a week, and care

staff also offer activities. The home arranges regular entertainment, celebrates special occasions and school children regularly visit. Creating a vibrant and encouraging environment for everyone to enjoy.

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Environment

The communal garden is well maintained and inviting for people to use. There is a secure outside area and summer house which is used for spending time with families, for events and celebrations. There are several seating areas, raised beds and borders which are well stocked with plants and shrubs.

Communal bathrooms are welcoming for people to use and enjoy their bathing experience. Communal toilets and bathrooms have been equipped to support people who have difficulties with their mobility. People's own rooms are personalised which enable people to feel comfortable and at home. We saw people had photos of their families and their own mementoes of importance in their rooms. This creates a homely feel within people's personal space. People told us they spend time in their room or can choose from the several communal areas.

The environment is safe with processes in place to protect people's health and safety. The service provider ensures the building is safe and secure for people living there. There are keypad locks on the doors, and visitors are asked to sign in on arrival. People live in a homely and comfortable environment. Maintenance issues and repairs are responded to promptly. The service provider continues to make improvements to the service. The front of the home has been refurbished and rooms and corridors have been redecorated recently. There is an ongoing refurbishment plan. There are effective systems in place to promote good hygienic practices and manage the risks of infection. There is a cleaning regime in place which staff follow.

The service provider has measures in place to identify and mitigate risks. The home is free from hazards that would pose a risk to people with an impairment. Records show maintenance and safety checks are completed to ensure facilities and equipment is safe for use. Fire safety checks are undertaken, though some gaps were noted and are being addressed. Care staff have received training to enhance safety including fire safety, first aid, food hygiene, health and safety and moving and handling,

Leadership and Management

People can access information regarding the service provided. The provider's statement of purpose document accurately describes the care and support it can deliver and how this is done. The service user guide provides further, relevant information regarding the service people can expect to receive. This information assists people to make an informed decision if the service is right for them.

The service provider demonstrates strong leadership with quality assurance systems in place to monitor the home's performance. The RI/Manager is based at the home and maintains excellent oversight to ensure the service runs effectively. They closely monitor the quality and safety of the service and produce highly detailed reports of the findings. The review focuses on measuring how well the service is enabling people to achieve their outcomes and reflects on what the service does well. Various monitoring tools and transparent audits are consistently undertaken with actions from the audits being promptly acted upon to enhance improvements within the service. People and their relatives feel communication is excellent, with regular updates and their views always considered for the best outcomes. Relatives described the RI as *"fantastic and kept well informed."* Care staff told us *"We are so lucky to have a fabulous manager and always listens."*

People are cared for by knowledgeable, well trained and a supportive staff team. Care staff have a good understanding of the people living in the service and can provide detailed information about the specific care needs of individuals. This is because the service has excellent retainment of staff, providing continuity of care. Staff attend a wide variety of training courses both mandatory and specific to develop the skill and expertise needed for their roles. A care worker told us *"I'm so grateful the service is developing my skills and professional development."* We found staff are highly committed and passionate, providing effective care and support, and dedicated to making a positive difference in people's lives.

The service effectively safeguards people they support. Staff are recruited safely, with thorough checks to ensure they are fit for the role. We reviewed the staff files that document the robust recruitment processes and necessary checks. Safeguarding policies and procedures are in place, and all care staff receive safeguarding training during induction and regular refreshes. Staff confirm they understand how to safeguard people and the reporting process and trust the RI to act on any concerns. Accidents and incidents are consistently reported, and we observed that appropriate actions are taken. The RI assured us the personal plans will be updated promptly when there are changes following an incident or accident. Deprivation of Liberty Safeguards (DoLS) are in place for people who do not have capacity to make their own decisions about aspects of their care and support. These are in place to keep people safe. We saw these are reviewed and updated as and when required.

The service provider has good oversight of financial arrangements and investment in the service so that it is financially sustainable. We saw there is continual investment in maintaining the building, furnishing, equipment and in staff development, to ensure the service provided meets people's needs.

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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