



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Hudson House



16 Ludlow Street, Caerphilly, CF83 1GG



02920861165



www.iriscaregroup.co.uk

Date(s) of inspection visit(s):

10/04/2025

Service Information:

Operated by:	Ocean Community Services Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	9
Main language(s):	English
Promotion of Welsh language and culture:	The service provider makes an effort to promote the use of the Welsh language and culture.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Good



Leadership & Management

Excellent

Summary:

People are very happy with the service they receive and are supported to achieve excellent well-being outcomes. People are involved in their care planning and encouraged to be independent and make their own choices where possible.

Care staff are highly trained and have a strong understanding of the needs of the people they care for. Care staff feel valued and well supported to undertake their roles effectively and are recruited safely. Care documentation is extremely detailed and provides care staff with robust information they need to care for people correctly. Care delivery at the service is excellent. People live in a good environment that is safe and suitable to meet their needs. People have their own bedrooms which offer personal space and privacy.

The leadership and management of Hudson House is excellent. The manager is experienced and knowledgeable and has strong support from senior management. The Responsible Individual (RI) has very strong oversight of the service via regulatory visits, regular auditing, and quality assurance monitoring of the service. There are policies and procedures in place for the operation of the service and people are given detailed information about the service. Complaints to the service are

taken seriously.

Findings:



Well-being

Excellent

People are protected from harm and abuse. Hudson House has a robust safeguarding policy in place and all care staff attend training in safeguarding adults at risk of abuse. Care staff told us they have good understanding of abuse and know how to raise any concerns they may have. The manager understands safeguarding procedures and liaises with the local authority safeguarding team when required. People are supported to make complaints if they are not happy with the service and can access independent advocacy to assist if necessary. People told us they feel safe living at Hudson House and feel able to speak with care staff or the manager if they are not happy. Applications are made to the Deprivation of Liberty Safeguards (DoLS) team of Court of Protection (CoP) when required. This ensures that placements are legal where people lack the mental capacity to make decisions about their care and accommodation needs.

People live their lives in their preferred way and feel they have choice and control where possible. Hudson House does not have any set communal routines in place as people structure their own lives and daily routines. Care staff levels are determined by individual needs and ensure people are able to do the things that matter to them and go to places of their choice. One person told us, *"I changed my mind today on where I wanted to go, so staff took me for a coffee which I really like to do."* Another person told us about the holidays they have been able to take and said, *"I choose where I want to go and staff come with me."*

People have individual goals and clear plans on how to achieve their goals now and in the future. Care staff encourage people to be independent and make decisions and choices themselves and are always available when people do require their support.

People are supported to maintain relationships with friends and family. Visitors to Hudson House are welcome and there is space for people to spend time with visitors privately. Some people are able to access the community independently and meet up with friends and family while others required support to do so. One person said, *"I am waiting for my family member, we are going for lunch, I see them every week."* The home has a vehicle to transport people and care staff support people to access public transport when appropriate.



Care & Support

Excellent

Hudson House has a long standing and stable care staff team who have built very good relationships with people they support. Care staff understand people's needs and can anticipate the needs of people who cannot verbalise their own needs. Care staff levels at the service are consistent and ensure people are able to attend activities and appointments in the community and do not wait for their care and support they need. Personal plans of care contain excellent information about people, their needs, their views, and future goals and clearly guide care staff on how to meet people's needs correctly. Personal plans are supported with additional and robust information where required. All documents are kept under review and updated regularly to ensure they remain accurate and reflective.

Medication processes are safe and robust. Medication is stored securely in people's own bedrooms to promote person centred care and administered in line with prescription. There is a policy in place to support people to be independent with medication where possible. Medication Administration Records (MAR) charts contain all required information and are signed correctly to indicate when medication has been administered. Medication and MAR chart audits take place regularly. People attend appointments with external health professionals when required and have access to an internal multi-agency care team with whom they meet regularly. Advice or guidance from healthcare professionals is included in personal plans and followed correctly.

People are supported to have autonomy over their own lives and care staff actively encourage people to be as independent as they can be. People are treated as individuals and work to their own future plans and goals which are clearly documented in personal plans. Most people told us they are happy living at Hudson House and one person described staff as "*Good as gold*." We saw care staff engaging positively with people and the exchanging of jokes and banter that created a happy vibe in the home. People attend activities of their choice and are highly supported to maintain relationships with friends and family. We saw a weekly chart in place outlining people's schedules and were told that care staff levels are determined around people's individual needs. People have access to food, snacks, and drinks as and when they choose. There is an evening meal menu plan in place as some people like to eat communally but other people prepare their own meals at their own time.



Environment

Good

People can be assured they live in a suitable environment. Hudson House is located in the town centre of Caerphilly with local amenities and transport links within walking distance of the service. The home is made up of two adjacent terraced houses, with four bedrooms in each house and a self-contained flat in the garden that accommodates one person. Each house benefits from good communal space which enables people to spend time together and there is a smaller private lounge in each house for people to receive visitors in private. Each house has a good size garden with quality furniture and shelter for people to spend time comfortably outdoors. Hudson House is decorated nicely throughout and is warm, clean, and homely. We did not detect any malodour during inspection.

There are sufficient bathrooms and toilets within the home, all clean and suitable for use. We were told there are plans in place to upgrade one bathroom and redecorate parts of the home and garden. People have their own personal bedrooms and are supported to have autonomy over their personal space. We saw bedrooms contained people's personal items and care staff respected people's privacy by knocking doors and waiting to be invited to enter.

People live in a safe environment. On arrival to the service, our identification was checked and we were asked to sign the visitors' book before being permitted entry. We also saw other visitors asked for identification which indicates that visitors are monitored and only permitted people enter the home. We did a tour of the building and found the environment to be safe with hazards reduced as far as possible. Harmful chemicals are locked away safely and window restrictors are in place. Safety checks of the building including gas and electricity safety testing take place in line with legal requirements; on the day of inspection, we saw the water temperature being checked by the maintenance team to ensure it remains safe. There is a fire risk assessment in place which is reviewed annually and all care staff attend fire safety training. Fire alarms are tested weekly and evacuation drills take place every six months. All residents have a Personal Emergency Evacuation Plan (PEEP) in place to guide care staff how to evacuate people in the event of an emergency.



Hudson House benefits from an experienced and knowledgeable manager who is registered with Social Care Wales, the workforce regulator, and an RI with excellent oversight of the service. There are very strong governance arrangements in place including regular audits of information, RI visits and robust quality assurance monitoring that seeks the views of people using the service. Comprehensive reports are produced to support RI visits and quality assurance monitoring; this evidences the provider is committed to providing a quality service and making improvements when necessary.

People are given detailed information about the service which includes how to complain if they are not happy with the service. Complaints to the service are managed effectively and monitored by senior management as part of their auditing processes. We saw the service has received a number of compliments highlighting the good care people receive. The manager has extensive knowledge of the legal requirements of caring for vulnerable people and makes safeguarding referrals to the local authority when required. Care Inspectorate Wales are notified of incidents as set out within the regulations.

Care staff are extremely happy working at Hudson House and speak positively about the manager and the wider organisation. One staff member said, *"I love working here, the manager is brilliant, I wouldn't want to work anywhere else."* Care staff receive a high-quality induction when they begin working at the service and attend training appropriate to the roles they undertake. Care staff told us they feel well equipped to do their jobs and did not raise any concerns about training. All care staff receive regular formal supervision and an annual appraisal. This is important as it is an opportunity for care staff to raise any practice issues or needs, they may have. The provider is committed to the retention and development of care staff and offers a high level of staff benefits, training and promotion opportunities and support for staff. Most of the care staff working at Hudson House have a formal qualification in care and are registered with Social Care Wales. We examined a selection of care staff personnel files and found that they contain the required information including identity checks and full employment history. We saw evidence that pre-employment checks including references and Disclosure and Barring Service (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.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

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