



Inspection Report on

Riverdale

Cardiff

Date Inspection Completed

01/11/2024

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About Riverdale

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Ocean Community Services Limited
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	24 May 2023
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

People like living at Riverdale and have built positive relationships with the care staff who support them. Personal plans of care are detailed, robust and guide care staff on how to care for people correctly. Risk assessments are in place where necessary and all documents are kept under review. Care staff are happy working at the service and have a good understanding of people's needs. People are supported to be as independent as they can be and do the things that matter to them. Medication processes are safe and people access health professionals when required. The Responsible Individual (RI) visits the service regularly and has good oversight of the home. Quality assurance monitoring and audits take place regularly and include seeking views of care staff and people living at the service. There are policies and procedures in place to ensure the smooth running of the service, and the manager understands the legal requirements of caring for vulnerable people. Care staff recruitment is safe and robust, and all care staff receive appropriate training. People live in a suitable environment which meets their needs and keeps them safe. People's personal bedrooms offer space and privacy when required.

Well-being

People are treated with dignity and respect. Care staff have a good understanding of people's needs and engage with people kindly. Personal plans of care are person centred and include people's preferences. The RI speaks with people during their monitoring visits and seeks their views as part of quality assurance monitoring. People are given information about the service and have access to advocacy services should they need support to ensure their voice is heard. People live in a suitable environment and have access to personal space and privacy, which is respected by care staff. People are supported to be as independent as possible and spend their time doing things that matter to them. Riverdale offers structure, routine and positive communal living that people value.

People receive the right care without delay. People are happy living at Riverdale and feel well supported by care staff. There are policies and procedures in place for the smooth running of the service. Care staff receive appropriate training and feel very well supported by the management team. The home manager is experienced and understands their role well. Riverdale has a stable staff group who feel valued and enjoy their jobs and have opportunity to progress within the organisation, if they wish. Care staff levels at the service are good and ensure care is provided in a timely manner. Personal plans of care contain detailed information about people, their needs and how care staff should support them. Mediation processes are safe, and people have access to medical and social professionals when required.

People are protected from abuse and harm. Riverdale has a robust safeguarding policy in place and all care staff attend training in safeguarding adults at risk of abuse. The manager ensures that safeguarding referrals are made when required and any referrals are stored centrally and monitored closely. Complaints to the service are dealt with correctly and regular quality assurance ensures improvements are made when required. Care staff recruitment is safe as pre-employment checks are completed correctly and there is a system in place to renew Disclosure and Barring Service (DBS) certificates. The building is safe, and hazards are reduced where possible. Fire safety is taken seriously, and safety checks of utilities and equipment are completed within legal timeframes.

Care and Support

People get the right care at the right time. Riverdale has a stable care staff team who have built good working relationships with the people they support. Care staff have a very good understanding of people's needs and support people with patience and kindness. Care staff levels at the service are good and ensure that people do not wait for the care they need. We saw lots of positive interactions and people clearly value the care staff support. Care documentation is thorough, robust and clearly outlines people's needs and how they should be met. Personal plans of care contain people's likes, dislikes and preferences on how their care is delivered. There are risk assessments in place where required, and further information is available to guide care staff when necessary. All documents are kept under review to ensure they remain accurate and relevant. People are supported by an internal multi-disciplinary care team with whom they meet regularly and access community health services without delay. Medication processes are safe and robust. Medication is stored safely and administered correctly in line with prescription.

People are encouraged to have autonomy over their own lives. People living at Riverdale have structured routine as per their needs but are encouraged to make their own choices on how they spend their time each day. People are supported to plan their week ahead to include education, social activities, shopping and meeting friends and family. Each person has their own individual plan tailored to their own preferences. Visitors to the service are welcomed and people are supported to maintain relationships with loved ones. People living at Riverdale enjoy communal living and spending time with each other. Care staff promote this by arranging parties and marking significant events like birthdays, Halloween and Christmas. Meals are planned in advance as people like to take turns to cook the evening meal for everyone in the service. People's food likes and dislikes are considered and there is always further choice available to people. Care staff encourage people to be as independent as possible but are always present to offer reassurance when needed. People told us that they are happy living at Riverdale and spoke positively about the care staff who support them.

Environment

People live in a suitable environment that meets their needs. Riverdale is located in a residential area of Cardiff that benefits from local amenities and good transport links. The home is set over two floors and has ample communal space including a lounge and large kitchen/diner which enables people to spend time communally, which they enjoy very much. There is a well-maintained garden with good quality furniture for people to use as they wish. Riverdale is warm, welcoming and decorated to a high standard. We saw evidence of good cleaning practices within the home and did not detect any malodour on the day of inspection. There are sufficient bathrooms and toilets throughout the service, all clean and in good working order. People have their own bedrooms and are encouraged to take pride in their personal space. We viewed a selection of rooms and saw that they are warm, clean and personalised to the taste of the person occupying the room. Care staff respect people's personal space and knock before entering bedrooms. People have their own key to their bedroom and access the space as they wish.

People can be assured they 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. This indicates that visitors to the service are monitored to ensure only authorised visitors are permitted. We conducted a tour of the home and found that environmental risks have been reduced as far as practically possible. Harmful chemicals are locked away safely and window restrictors are in place. There is a fire risk assessment in place, fire alarms are tested on a weekly basis and fire drills take place regularly. Each resident has a Personal Emergency Evacuation Plan (PEEP) in place which ensures that care staff know how to evacuate them in the event of an emergency. All care staff receive fire safety training. The building is well maintained, and repairs are completed in a timely manner. Gas and electricity supplies and appliances are safety tested in line with legal requirements.

Leadership and Management

People benefit from the leadership and management arrangements in place. Riverdale has an RI with very good oversight and an experienced manager who is registered with Social Care Wales (SCW), the workforce regulator. There are policies and procedures in place for the running of the service and to guide care staff on what is expected of them. Policies are kept under review to ensure they remain accurate. Safeguarding referrals are made to the Local Authority when required and Care Inspectorate Wales are notified of incidents as set out in the regulations. Quality assurance monitoring and internal audits of the service take place regularly and include seeking the views of people living at the home and care staff working at the service. This indicates that the provider is committed to monitoring the service and making improvements where required. 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 taken seriously, dealt with correctly and monitored by senior management. People have access to independent advocacy services should they need them.

People receive care from care staff who are highly trained and hugely supported and valued. Care staff receive training appropriate to their roles and feel well equipped to do their jobs. All care staff have or are working toward a formal care qualification and are registered with SCW. Care staff are happy working at Riverdale and told us they feel supported. Once staff member said, *"I like working here, the manager is great"*. The organisation offers care staff a range of benefits and incentives in an effort to retain care staff. Benefits include support groups, a well-being officer, financial benefits and care staff awards. Care staff receive a formal supervision in line with regulatory requirements and are free to speak with the manager in between should they need to. Regular team meetings are held to keep care staff informed of information; the manager ensures staff benefits is always on the agenda to ensure care staff are aware of these. Care staff personnel files contain the required information. This includes evidence that pre-employment checks, including DBS certificates, and references 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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