



# **Inspection Report on**

**The Willows**

**Barry**

## **Date Inspection Completed**

29/11/2024

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## About The Willows

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	The Cedars Care Services Ltd
Registered places	3
Language of the service	English
Previous Care Inspectorate Wales inspection	13 June 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

People receive a quality service from care staff who understand their needs and treat them with kindness. Care staff levels are consistent and stable which ensures people's needs are met correctly. Care documentation is detailed and supported with risk assessments where required but needs to be reviewed in a timelier manner, in accordance with regulations. People have access to food choices and spend their time doing things that matter to them. Medication processes are safe and people attend health care appointments when required. Care staff are happy working at the service and receive robust training and supervision. Care staff recruitment is safe as appropriate vetting is completed. The Responsible Individual (RI) visits the service in line with regulatory requirements and quality assurance monitoring takes place regularly. There are policies and procedures in place for the smooth operating of the service and people are given information about the service. Safeguarding referrals are made when required and Care Inspectorate Wales (CIW) are informed of notifiable incidents. People live in a suitable home that is warm and clean but requires some updating and redecoration. People have their own rooms that offer personal space and privacy.

## Well-being

People are treated with dignity and respect. Care staff have built good relationships with the people they support and engage with people positively. Care staff support people to be as independent as they can be and help people work towards their personal goals. Personal plans of care are prepared with people's input where possible and capture people's personal preferences. People and/or their representatives are consulted about the service and any changes, and their views are considered as part of quality assurance monitoring. People have access to information about the service and a complaints process if they are not happy with the care they receive. There are policies and procedures in place for the operation of the service. People have their own bedrooms for quiet time and privacy and are free to use communal areas and garden as they wish.

People receive care without delay. Care staff receive appropriate training and have the skills and knowledge needed to do their jobs competently. Care staff understand the needs of the people they care for and provide care with patience and compassion. Personal plans of care highlight people's needs and how they should be met but need to be reviewed in line with regulations. There are risk assessments in place and any professional advice or guidance is added into personal plans. Medication processes are safe and medication is administered safely in a person-centred fashion. People spend their time doing activities of their choice and have good choices of meals, snacks and drinks available. Care staff like working at the service and feel valued and well supported.

People are protected from abuse and harm. The Willows has a robust safeguarding policy in place which has recently been updated by the new provider. The manager understands legal requirements of caring for vulnerable people and takes safeguarding very seriously. CIW are notified of reportable incidents and the organisation's Statement of Purpose accurately reflects the service. The building is well maintained and hazards are reduced as far as possible. Fire safety is taken seriously and checks of equipment and utilities are completed correctly. Care staff recruitment is safe as pre-employment checks are completed and there is a system in place to renew Disclosure and Barring Service (DBS) certificates. All care staff are registered with Social Care Wales, the workforce regulator.

## Care and Support

People receive the right care at the right time. Care staff levels at the Willows are consistently good and ensure that people do not wait for the support they need. The home has a stable care staff group which has enabled people to build positive relationships with the care staff who support them. Care staff speak to people nicely and are able to anticipate the needs of people who have difficulties communicating their needs for themselves. People are happy with the service they receive and speak positively about the care staff. Personal plans of care contain robust information about people and are supported with further information and risk assessments where required. These documents are important as they guide care staff on how to care for people correctly. Documents are kept under review to ensure they remain accurate but we reminded the provider of reviewing timescales, as one personal plan was slightly overdue a review. Medication processes are generally safe and robust. Medication is stored in a locked cabinet in individual's own rooms and administered safely in line with prescription. There are Medication Administration Record (MAR) charts in place which are completed correctly but we reminded the provider to ensure that all charts contain a photograph of the person receiving the medication.

People are supported to have choice and control. The Willows offers a bespoke respite service to people who arrange respite to meet their needs. People decide to attend their usual activities during their respite stay or to engage in alternative activities of their choice. Visitors to the service are welcomed and good staffing levels facilitate people accessing community activities of their choice. Food shopping is completed twice weekly and menus are prepared in consideration of the preferences of the people staying at the service at any given time. Personal plans of care are person centred and outline people's goals. Where possible, people and/or their representatives are involved in care planning and reviews to ensure their likes, dislikes and preferences are considered. People have their own personal daily routines and spend their time as they wish. People are supported to be as independent as possible and to make their own choices when they can but have care staff on hand to support them when necessary.

## Environment

People live in a suitable environment. The Willows is set over the ground floor only and has been adapted for the safe use of wheelchairs and walking aids. The home is warm and welcoming but does require cosmetic redecoration throughout. There is ample communal space for people to spend time together including a large lounge and dining area, and a large garden space for people to use in warmer weather. There are sufficient bathrooms and toilets throughout the service, all clean and in working order but they would benefit from upgrading. We were informed by the provider that the home is to be refurbished in the near future, which will also include work to the garden. People using the service are currently being consulted with regarding fixtures, fittings and colour schemes. People have single bedrooms which are spacious, warm and clean. Bedrooms contain people's personal belongings and offer opportunity for privacy. We saw care staff respecting people's personal space by knocking doors before entering people's rooms.

People live in a safe environment. On arrival to the service, we found the main entrance secure and we were asked for identification and to sign the visitors book before being permitted entry. This indicates that visitors to the service are monitored to ensure only authorised people have access. We did a tour of the home and found that hazards 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 and all residents at the service have a Personal Emergency Evacuation Plan (PEEP) which guides care staff on how to evacuate people in the event of an emergency. Care staff receive fire safety training and fire alarms and emergency lighting are tested regularly. Safety testing of gas and electricity supplies take place in line with legal requirements. The building is well maintained and we were told that repairs are completed quickly. There is evidence of good cleaning regimes and we did not detect any malodour on the day of inspection. The Food standards agency (FSA) has awarded the service a rating of five (very good).

## Leadership and Management

People benefit from the leadership and management in place. The Willows has recently undergone a change of provider but day to day operations appear to be unaffected. The home has a manager who is registered with Social Care Wales, the workforce regulator and an RI with good oversight of the service. There are policies and procedures in place for the running of the service and to guide care staff of what is expected of them. All policies are currently under review and being updated to reflect the recent change of provider. People are given details of the service they can expect to receive which includes details of how to complain but some details within the document require updating. Quality assurance monitoring takes place regularly and considers the views of people using the service and/or their representatives. Quality assurance monitoring indicates that the provider is committed to providing a good quality service and making improvements where required. Safeguarding referrals are made to the Local Authority safeguarding team when required and CIW are notified of incidents as set out within the regulations. The organisation's Statement of Purpose is kept under review and updated when necessary. This document is important as it sets out who care can be provided to, how, where and when.

People are supported by care staff who are well trained and safely recruited. Care staff attend training appropriate to the roles they undertake and feel confident in doing their jobs. Care staff receive a formal supervision in line with regulatory requirements and feel able to discuss any issue with the manager. Supervision is important as it is an opportunity to discuss ongoing practice and development needs in a formal setting that is recorded. Care staff told us that they are happy working at the service and haven't noted any significant changes since the change of provider. Care staff meetings take place regularly to ensure care staff are kept fully informed. We examined a selection of care staff files and found that they contain the required information. 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
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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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