



Inspection Report on

Breakaway Short Stay Service

Bridgend

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

24/09/2024

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About Breakaway Short Stay Service

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Bridgend County Borough Council Adults and Children's Services
Registered places	6
Language of the service	Both
Previous Care Inspectorate Wales inspection	18 April 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

Breakaway is a Local Authority short stay service, accommodating both planned and emergency stays. The management of the service also now work more closely with children's services to improve transition of short-term care and support to young adults. Care staff support people to maintain their usual routine during their stay and encourage them to tell care staff what they would like their stay to be like. Personal plans are detailed, up to date, and focus on consultation with the person and their family about what went well during their stay and what could be improved upon. There is a stable, enthusiastic team of care staff in place, well led by a proactive and knowledgeable management team. Care staff are trained and supervised to be competent and confident in their roles. Facilities and equipment remain safe for use. The Responsible Individual visits regularly and invests in the ongoing monitoring of the quality of care and support being provided, and the development of the service.

Well-being

People are supported to maintain their independence, make choices and have control over their day to day lives whilst staying at Breakaway. Care staff support people to keep to their usual weekday routines of accessing day service, and provide trips out, activities, and communal takeaways and dinners together at weekends. People are asked what they would like to do, and what they would like to achieve, during each stay. We observed care staff interact with people in an enthusiastic, warm and friendly way. People and their families are consulted with prior to the person's stay in case of any change in their needs or preferences, and general feedback is requested periodically via quality monitoring questionnaires. The manager and deputy manager make themselves available to discuss any issues, and there is a formal complaints process in place if this is required.

There are systems in place to protect people from potential harm or abuse. Risk assessments are included in people's personal plans, highlighting any risks to individuals' safety or the safety of others. Any incidents are recorded, and management are competent to refer these onto the Local Authority safeguarding team if required. Care staff are aware of the need to report any safeguarding concerns and how to do so. All care staff have up to date safeguarding training and there is a safeguarding policy in place to offer guidance where needed.

The environment supports people's wellbeing. Breakaway is an adapted domestic house, providing accommodation for people with learning disability and physical disability. At present, two of the six rooms in the house have tracking hoists for transfers in the bedroom and ensuite bathroom. An extension is being completed for a third downstairs bathroom with ensuite and tracking hoist. There is a communal lounge and kitchen/diner area and accessible, secure outside space.

Care and Support

People can be confident support workers are following an accurate and up to date plan of how they would prefer their care needs to be met. Personal plans are detailed, person-centred, and give a holistic overview of what people want and need during their stay. They contain relevant information and guidance from the multi-disciplinary team of professionals involved in people's care. People and their families are also consulted about any change to needs or preferences prior to any new stay. Risk assessments identify risks to a person's safety or the safety of others and detail any intervention required to manage those risks. Care staff are experienced in getting to know people's preferences quickly if they have not stayed at the service before.

People are supported to be as healthy as they can be. Management have good links with their health and social care colleagues to ensure they are included in reviews or changes in care and support needs. Professionals such as learning disability nurses, occupational therapists, or speech and language therapists are kept up to date and their guidance and treatment plans are integrated into people's support plans. Care staff receive specific training on health-related interventions, such as endoscopic feeding tubes, which are required by people who regularly use the service. People bring the appropriate amount of medication for their stay from home, and this is stored securely in the house. Medication is administered as prescribed, and accurately recorded. A medication policy is in place as guidance to care staff should they need it. Medication training is up to date for all support workers.

The service promotes good infection control practices. People are encouraged to keep their rooms clean and tidy during their stay. Care staff complete domestic and laundry tasks. People who are staying for short respite periods take their laundry home with them. On the day of the inspection, the home appeared clean and tidy. Earlier this year, the service had a Food Standards Agency inspection which identified areas for improvement. This feedback was discussed to ensure the domestic nature of the service was not lost and people staying at the service were still able to independently use the kitchen where appropriate. Other recommendations have been actioned and the service will be reinspected for a new score.

Environment

People's care and support is provided in an environment which supports the achievement of their personal outcomes. There is an extension being undertaken to make a third ground floor bedroom with ensuite bathroom and tracking hoist. This will enable more people with physical disabilities to access the service at the same time. Bedrooms are decorated neutrally but both personal and communal space has a homely feel. The communal lounge and kitchen/diner are well used by people for socialising with others staying in the house at the same time as them. There is an accessible garden, which is used in the good weather.

Actions are taken to minimise risks to people's health and safety. We saw evidence of a rolling schedule of servicing and checks for facilities such as hoists and equipment, and utilities such as gas safety, to ensure everything is fit for purpose and safe to use. Fire safety checks are undertaken regularly. The service provider has maintenance workers who visit for small jobs or contract with external companies when needed. The home is secure from unauthorised visitors. Medication is securely stored, and confidential documents are kept in an office which is locked when not in use.

Leadership and Management

There are sufficient levels of care staff with good motivation and attitude to meet the needs of people requiring short term care at Breakaway. At the time of the last inspection there was a temporary manager in place and the staff team had been destabilised by a restructure. Now, however, there is a stable staff team with the substantive manager back in post. Both manager and deputy have received positive feedback from care staff for being hands-on, supportive and proactive in their roles. Staff rotas are compiled in line with the booking requests to ensure there is always enough care staff to meet people's needs.

Staff are suitably recruited, trained and supported in their roles. Recruitment information is held by the Human Resources (HR department) of the service provider. All care staff are working under a current Disclosure and Barring (DBS) check and Social Care Wales (SCW) registration, and the manager is alerted by HR when these are due for renewal. Both mandatory and service specific training is facilitated by the service provider for support staff, although demand for courses is high. Care staff told us they like working in a short-term service because it is constantly changing and gives them more opportunities to learn new skills. Supervisions and appraisals are completed as required, and the manager spends time with care staff in the service and care staff can raise questions or suggestions whenever they wish.

Processes are in place to monitor the quality of service being provided at Breakaway. Feedback is sought from people and their families at regular intervals throughout the year. The Responsible Individual conducts quarterly monitoring visits and uses the feedback and findings from these to inform the six-monthly quality of care reports. These identify strengths of the service, and areas where additional work can be done.

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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