



Inspection Report on

Rose Cross

**Rose Cross Residential Home
Brenig Road Penlan
Swansea
SA5 7BE**

Date Inspection Completed

25/07/2024

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About Rose Cross

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	City and County of Swansea Adults and Children's Services
Registered places	25
Language of the service	English
Previous Care Inspectorate Wales inspection	29 th March 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

Rose Cross is a large service provided by Swansea County Council. This residential service supports both long and short stay placements for people. The service supports up to 25 people and meets the outcomes of the individuals who live there well.

This is a good, friendly and warm service which is managed well. People, relatives and professionals are keen to express their positive regard for the care and support provided by a dedicated staff team. The service has a large, newly refurbished lounge and kitchenette for families and people to socialise. It is the manager's intention to utilise the space to develop a more community atmosphere within the service.

People are supported by staff who are safely recruited and well trained. The Responsible Individual (RI) has effective oversight of the service through good monitoring and quality assurance tools. RI visits and quality of care reviews are completed, these contain the views and suggestions of the people being supported and the staff working in the service.

Well-being

People are treated with dignity and respect. People are supported by staff who know them well. We saw staff are kind and respectful to people engaging them in conversation. A professional told us; *"I think the staff will go above and beyond to make a person's stay as comfortable as they possibly can". "I have had good feedback from family members when there cared for person has stayed there"*.

People live in accommodation which supports their well-being. The service is well maintained and decorated to a high standard with only the stairwells to be completed and remaining furniture to be delivered. People's bedrooms contain personal items important to them and are well furnished. We saw the service is clean, and equipment for moving people is serviced regularly.

People are protected from harm and abuse. The provider has a good safeguarding policy in place. Staff receive safeguarding training as part of their induction followed by annual refresher training. Staff spoken with understand their responsibilities around safeguarding and reporting concerns. People told us they feel safe and well supported by staff. People told us; *"I thank my lucky stars every day I'm here". "Everything is good, staff are kind, they go out of their way for you"*.

People are supported in the service with good management oversight. The RI carries out formal visits to the service, documenting his findings in detail. The RI also carries out quality care reviews of the service to drive improvement. Staff told us; *"He comes regular and introduces himself to everyone"*.

The service has a good recruitment process in place to protect people with a workforce vetted appropriately. Safe staffing levels are maintained by the RI who adjusts staffing levels as the needs of people change. Payroll is a more recent addition to the responsibility of the management team, the impact of which will be assessed by the RI following inspection feedback. This was confirmed by the staff, people spoken with, and the documentation seen.

People's emotional, physical and mental health is maintained. Some staff have worked in the service for some time and can recognise the signs of ill health or emotional distress, staff support people to access health professional and emergency services as and when required. We saw daily records and other documents showing a history of timely referrals.

Care and Support

People have a voice and are treated with dignity and respect. Staff encourage people to be part of the personal plan and review process. People told us; *“They talk to us about the care plan, how could they put it in writing if you didn’t tell them”*. Personal plans detail the support needs of people and are supported by risk assessments which contain information for staff on how best to support people at different times, for example manual handling. These are reviewed monthly by staff and quarterly by people or their representative to monitor any changes and progression. People are supported to be as independent as they can be and are encouraged to go out with relatives. The manager informed us activities are one to one, and with group activities such as flower arranging or a singer once a month. People and relatives felt this was insufficient. People told us; *“The one thing that this place is lacking is activities, I’d like to play Domino’s or something*. A relative told us; *“There is a lack of stimulation”*. *“If they could just have someone coming in to chat about history or volunteers to do small things, they don’t have to cost a lot”*.

People’s emotional well-being, physical and mental health is promoted. Medication is managed well in the service. People are supported by a long-standing staff team who know them well and are able to recognise any signs of ill health and take immediate action. Daily records show people are supported to access health care professionals as and when needed. A professional told us; *“I have no concerns re the staff’s ability to ensure people’s wellbeing is being sustained, they are responsive and will highlight any concerns, moving and handling appears to be dealt with well following the risk assessments in place, Occupational Therapists are contacted as required”*.

People are protected from harm and neglect. All staff have completed safeguarding training and are aware of their responsibilities to safeguard the people they support. Policies, procedures and security arrangements are in place to maintain the safety of people in the service. Robust recruitment processes are in place and staff are supported in their roles, through supervision, impromptu discussion and annual appraisals.

There is good oversight of the service. The RI has good quality monitoring processes in place to support and safeguard vulnerable people. The RI visits the service regularly to give support and guidance to the management team. The RI speaks with people and staff when visiting the service to obtain their feedback about the service, this information is fed into the visit and quality care reports completed by the RI.

Environment

Rose cross is in Penlan, on the outskirts of Swansea, the service is situated near local amenities. There is a well-presented reception and foyer area with rooms over two storeys that provide care and support to people. The service currently has four separate units within the home that accommodate seven to ten individuals in each unit. We saw good quality furniture; many rooms look out onto a patio where people are growing tomatoes and green beans. There are several seating areas with good views and is well maintained. The manager told us, there are no regular garden staff and therefore she does quite a lot of the work herself. The manager is currently looking for volunteers and has the goodwill of the staff to help with the upkeep of the gardens which support the wellbeing of people.

People living at the home are cared for in an environment that supports their wellbeing. There is evidence the service provider is investing in the environment. There is a newly refurbished lounge / kitchenette to encourage a community atmosphere with children's play area and an area with large TV to watch sport. Staff told us; *"Now we have the kitchenette and lounge area sectioned off into four separate seating arrangements, we are encouraging families to come in and be more of a community"*. New chairs and lockable bedside cabinets have also been ordered. The laundry facilities are suitable to meet the needs of people living in the home. Substances hazardous to health are stored safely and communal areas are uncluttered and free from hazards. The kitchen currently holds a food hygiene rating of 5 (very good). There is a well-stocked pantry with named brand foods. The cook also provides home made cakes and pies which people enjoy. People told us; *"The food is good, if you don't like something they will bring you something else, anything that you ask for, really it's marvellous"*.

The provider has systems in place to identify and mitigate risk to the health and safety of people. All safety checks are carried out by an assistant manager as there is no dedicated maintenance person. We saw servicing records for fire safety equipment and the fire system. We received positive comments from the visiting fire officer, on the day of inspection. We looked at personal emergency evacuation procedures (PEEP's) for people. Evacuation procedures are specific to the individual. The service is secure with a key code entry system.

Leadership and Management

The provider considers a wide range of views and information to confirm their ability to meet the needs of the people they support. A summary of the “Admission Procedure” and terms and conditions of stay are included in the Statement of Purpose (SoP). The SoP is clearly written and reviewed regularly by the manager and RI. The guide to service gives people the information they need to support their choice in accepting the service. One person stated, if they could not visit Rose Cross, they would just stay home, they don’t want respite anywhere else.

The provider has good governance and quality monitoring arrangements in place to support the operation of the service. The quality-of-care review carried out by the RI shows good oversight and governance. The RI gathers views of staff, relatives, and professionals. Quarterly visits and quality of care reviews are well documented. The RI collects feedback from people, staff and professionals to feed into the reports completed. Reports also include actions and guidance for the manager to drive improvement within the service.

People are supported by a service that meets their needs with suitably qualified staff who have the knowledge and understanding to support people to meet their individual needs and outcomes. The training plan and discussions with staff supports this. Staff feel supported by the management and staff team. A professional told us; *“The management at Rose Cross are very experienced, knowledgeable, professional, approachable and supportive”*. And staff told us; *“Management are very approachable, if I have any issues and I can say 100% they are there for me, I can ring the manager day or night and I know they will answer”*. Support is given through good supervision and appraisal, as well as impromptu discussions daily. This was supported by documents seen. All staff are registered with or working towards registration with Social Care Wales (SCW), the care workforce regulator.

We looked at five staff personnel files and saw good recruitment and pre-employment checks are carried out. Enhanced Disclosure Barring Service (DBS) checks are undertaken and reviewed in line with regulations. The service has an internal staff bank system to support holidays and sickness. Staff feel they do not receive enough information about those coming to the service particularly emergency contact details. Staff told us; *“We need emergency contact numbers for internal bank staff, if there was an accident or someone was taken ill, which has happened, we don’t have emergency contacts”*. *“This is really important at the weekend as there are no on-call Bank staff managers on duty”*.

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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