



Inspection Report on

The Forge Care Centre

**The Forge Care Centre
287 Cowbridge Road West
Cardiff
CF5 5TD**

Date Inspection Completed

01/11/2024

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About The Forge Care Centre

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Forge Care Homes Limited
Registered places	76
Language of the service	English
Previous Care Inspectorate Wales inspection	19 December 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

The Forge Care Centre provides individualised care and support for people, some living with dementia and nursing needs. People have choice and are provided with opportunities to be as active and as healthy as possible. They have support with routine tasks and a programme of activities daily. There is good clinical oversight and documentation around care is in place. Medication systems are exceptionally well organised. Nutritious, adapted diets are catered for.

The environment and equipment is appropriate to meet people's needs. The provider ensures routine checking, testing and maintenance of the environment and equipment takes place. People can personalise their bedrooms. Communal areas are well used and offer people a place to socialise.

An established, effective management team provides support for the whole workforce while ensuring all procedures are followed. Management are approachable. Systems of monitoring and improving are in place. The provider has safe recruitment processes and staff are appropriately trained for their role.

The provider has a nominated responsible individual (RI) who oversees the quality of care and support. They undertake their role, visiting the service and fully supporting the staff team. The compassionate, supportive culture fostered by the provider can be seen throughout the service.

Well-being

The provider ensures people have the right information to improve their well-being. A statement of purpose is available to inform people what the service offers, and this is available in Welsh if required. During the assessment process, people can say what's important to them and how they would like their care provided. People have a copy of the information captured in the personal plan. When people are unable to make decisions, the provider ensures they have representation through family members or advocates. The service is highly successful in communicating with people who may have difficulty with this, helping to reduce their anxiety, with examples of the service finding innovative ways to reassure people.

The service keeps people safe and protected from abuse and neglect. Pre-employment checks are carried out to make sure care workers and nurses are fit to work in their designated roles. The service ensures training is provided to meet people's needs and goes over and above to test competencies around clinical support. The provider has policies, procedures and systems in place, and these are followed. The environment is maintained to a good standard. Routine health and safety checks are carried out. People have the right equipment to meet their needs. Incidents and accidents are treated seriously, and any improvements identified are actioned. The service works with families and representatives to ensure people's rights are upheld if they are unable to represent themselves. To protect people from potential harm, the service keeps staffing levels under review and adjusts these accordingly.

People are supported to be healthy and active, and the provider fosters a culture where people's well-being is at the heart of the service. The provider has systems to ensure good clinical oversight. Nurses make appropriate referrals to external health professionals for support and equipment. Clinical needs and routine care and support needs are met. People who need support with their mental health have regular reviews with an appropriate professional. Medication systems are robust. Most people have a choice of home cooked food, and those needing a specific modified diet have appropriate textured food to help prevent risk of choking. One person told us "*There's a choice of menu, and entertainment every day.*" The provider invests in provision of organised activities and resources. People are encouraged and supported to remain as active and independent as possible. People and families are consulted about how the service can improve. Families feel welcomed, saying there's "*Always a smile for us when we visit.*" People and families commend the care workers, nurses, and wider staff team for their compassion and the service which they consider is "*Excellent.*" People enjoy the warmth of good working relationships. People are told they are loved, and staff demonstrate this with appropriate touches and hugs.

Care and Support

The service provides person centred care and support, designed in consultation with the individual. People or their representatives inform the service about their wishes and preferred outcomes as part of a thorough pre-admission assessment. The service develops a personal plan which guides care workers and nurses how to deliver the care and support required, with some nice detail around the person and how the person likes their care delivered. Most personal plans are reviewed in a timely manner, and people are involved in the process. We saw people living with dementia supported in a sensitive way, provided with care and support to suit their needs, and at a time to suit them. People who find decision making difficult are encouraged to make day to day decisions with choices offered. People or their families told us there's a person-centred approach with one person stating, *"I get treated as a person, and not a disabled person. They see me as 'normal', which is what I want."* We saw, and were told, that care workers respond quickly if needed, and care workers are *"Attentive."*

The provider ensures people's physical and mental health needs are supported. Dedicated clinical leads have excellent oversight of the care provided, monitoring people's needs and taking action to involve external health professionals if required. Nurses and care workers have suitable training and understand techniques to support people who present with more complex needs. The service keeps staffing levels under review especially when people's care needs increase. Exceptionally well organised medication systems ensure people have the right medication at the right time, and this is kept under review with health professionals. Records show care is provided in accordance with the person's plan, including provision of modified food and fluids.

The service ensures people and their families feel valued and supported. We had an overwhelming positive response when we consulted with people or their families about the experience of living at The Forge Care Centre. Families enjoy the ability to visit anytime, tell us they are welcomed, and feel they can speak to any member of the team about any issue, and this will be addressed. Many commented *"The care they give is unbelievable," "Nothing is too much trouble," "We're kept well informed,"* and *"It's absolutely fantastic care."* The service arranges meetings to consult with people and their families, and suggestions used to improve the service. People experience warm interactions, not just from the nurses and care staff, but from the whole staff team. They also enjoy regular, organised activities, including trips to favourite places such as the garden centre. On the day of our visit, we saw a winter festival pumpkin carving competitions taking place.

Environment

The environment meets the needs of people living in the home. People or their representatives are encouraged to visit the home before they decide if they wish to live there, and are offered a choice of vacant bedrooms. People can personalise their bedrooms and we saw some people have items of importance to them on display. The home supports many people living with dementia and considers their safety by managing access to different parts of the home, offering support if help is needed to move between different areas. People who are able, can access all parts of the home and outdoor spaces independently if they wish, supported by a passenger lift. Communal living rooms offer space to meet, socialise, dine and take part in organised activities. These are small and homely. A dedicated maintenance and decorating team prioritise any urgent items for repair and there's an ongoing programme of decoration. The home is clean and smells fresh. The service ensures hygiene procedures are followed. One person told us "*The hygiene here is brilliant, I'm susceptible to infections, so this is something I'm particularly aware of.*"

The service provides suitable equipment to meet people's needs. A programme of renewal is underway to replace some worn furnishings. Specialist equipment, such as 'nursing' or profiling beds are available. The service ensures people have access to specialised seating, making appropriate referrals to health professionals if this is needed. The provider has smaller items of equipment which helps care workers provide dignified care.

The provider maintains the safety of the environment and has measures in place to help protect people from harm. All services such as electricity and gas are routinely serviced, tested and maintained. Risk assessments are completed, informing the provider of steps they need to take to maintain or improve the environment at its safety. The front entrance is secure. We saw routine health and safety measures in place, for example, firefighting equipment availability. Staff take part in fire drills, so they understand what to do in the event of an emergency evacuation. People have individual plans in place to show the support they would need in the event of an emergency evacuation.

Leadership and Management

The provider has systems in place to oversee the service and quality of service delivery. The quality of care and support is considered by the responsible individual (RI). They undertake frequent visits to the home. They speak with people and staff, consider the environment and records, helping to identify and drive improvement. Care staff tell us they see the RI regularly, with one saying, *"They are good with everything,"* acknowledging the support the RI always gives, and another noted *"When we ask for things for the residents, we always get them, nothing is refused."* The provider keeps documents up to date, including policies. There is a 'statement of purpose', which is a document to let people know what to expect from the service. The provider considers people's wishes around the Welsh language as part of the admission process.

Strong leadership and management arrangements are in place. A knowledgeable and compassionate manager expects high standards of care. They are supported by an effective management team and clinical leads who work closely together to ensure that person centred care is at the heart of service provision. The organisation's procedures are followed. Systems, such as routine auditing, have improved. Staff know and understand their duties and these are completed. Communication systems are effective, including the handover of information regarding people's presentation. Staffing levels are monitored, with regular agency colleagues used to help provide any additional support.

The provider has outstanding systems of support for staff. The RI supports the manager, providing resources, enabling them to support the wider team. We were told by many staff the manager is *"Brilliant," "Approachable"* and *"Human."* Management listens to staff through one-to-one supervision meetings or in team meetings. Staff's individual circumstances are considered, and we were told of many examples where the service goes above and beyond to help. One care worker told us, *"They are very supportive with work and home life."*

The workforce is fit, trained and competent. The service has safe recruitment process to ensure all staff are fit to work with people in a vulnerable situation. The provider ensures nurses and care staff are trained for the role they undertake. Many staff told us *"The opportunities to learn and develop are excellent."* There is an extensive programme of training, some face to face, with the majority of staff up to date with this. A system of testing competencies is in place with support provided if additional training needs are identified. All nurses and care workers are registered with a regulating body, such as Social Care Wales.

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	
8	The provider is not ensuring that the day-to-day 'monitoring and improving ' systems within the service are effective.	Achieved

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Date Published 10/12/2024