



# Inspection Report on

**Avondale**

**Cardiff**

## **Date Inspection Completed**

29/11/2024

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## About Avondale

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Integra Community Living Options Limited
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">27 April 2023</a>
Does this service promote Welsh language and culture?	This service can provide an 'Active Offer' of the Welsh language and demonstrates a significant effort to promote the use of the Welsh language and culture.

### Summary

People using the service and care staff are happy and have a positive working relationship. People are actively involved in the community, and people are making positive progress at Avondale. People are achieving good personal outcomes and some making excellent progress towards recovery and independent living. Service delivery is led by an effectual manager who ensures practices are individually tailored in line with people's outcomes and approaches are proactive. Care staff including the manager are motivated to do their best for people.

There are measures in place to keep people safe, such as health and safety checks, safe medication arrangements and close partnership working and communication with community professionals and agencies. The service provider has robust policies and procedures and quality assurance checks. Overall, the environment meets people's personal outcomes, although requires improvement to the presentation in some areas.

## Well-being

People's health and well-being is promoted. People are supported to attend health appointments, take medication on time and there is good partnership working with community professionals. Care staff, including the manager, have good insight of people's experiences, advocate for those they support and are attentive. One care worker said, "*Sometimes it's the little of things that show your listening to them and caring*". Care staff make the right judgements at the right time. There are several seasonal and special occasion celebrations and events that enable people to come together to share memories and experiences.

People contribute to and enjoy, safe and healthy relationships. Care staff support people with keeping in regular contact with family and friends. Interactions between care staff and people are warm, friendly, and familiar. People using the service have good relationships with a consistent team of care staff who genuinely care for and want the best for them. The knowledge care staff have of the people they support is insightful and helps enhance their well-being. They have a strengths-based approach to their work; good knowledge of the complex needs of the people they support and are therefore able to notice any changes quickly and respond promptly. Care staff are motivated to do their best for people.

People's views and aspirations, their goals and their personal preferences are prioritised and placed at the heart of service delivery. Care documentation is highly detailed, person centred and clear to follow. Overall, the environment meets people's personal outcomes, although requires improvement to the presentation in some areas. People are actively involved in the community and there is enough staff available for active direct work with people for most of the time, but it is uncertain if this is the case during weekends when there are staff absences. The provider has provided assurances this is not the case, and records will be implemented to evidence this moving forward. We will follow up and test consider during the inspection.

There are measures in place to keep people safe. People feel safe and happy at the home and feedback is positive. Incidents and accidents are logged, and appropriate actions taken by the service. Care staff are recruited in line with regulations and are subject to pre-employment checks to ensure their suitability for the role. Recruitment is robust, and regular supervision supports continued development.

## Care and Support

People are achieving good and sometimes excellent personal outcomes, making good progress in terms of their recovery and moving on to more independent ways of living. We found examples where care staff had gone above and beyond to ensure people received a tailored service which significantly enhanced their life. The manager sets high standards of care and spoke with pride about the progress made by many people.

People can be confident they are supported by a consistent team of familiar staff who are proactive and achieve meaningful engagement with people. We saw positive interactions between care staff and people, we saw people being given choices and opportunities for privacy and quiet time. On the day of inspection, people and a care worker enjoyed accessing the community together. We saw photographs of a holiday an individual was supported on to engage in a meaningful experience that would have significantly promoted their well-being.

People remain as healthy as they can be due to timely communication with clinicians, close multi-agency collaborative working and effective administration of medication. Care documentation such as people's personal plans and risk assessment information is highly detailed and clear to follow. Medication recordings are clear and accurately completed. We saw good medication systems and organised arrangements in place to ensure people receive the correct medication and at the right time.

Some individuals receive care and support below the planned hours, which is communicated to commissioners and kept under review. The manager and Responsible Individual (RI) explained that this is partly due to the level of engagement from some individuals. The provider has agreed to document the reasons for this and demonstrate that alternative opportunities are being encouraged and explored.

When we examined staffing levels, particularly on weekends, we noted occasional days during staff sickness when only one member of staff is on shift. We raised with the RI, could this potentially affect individuals subject to Deprivation of Liberty Safeguards (DoLS) restrictions from accessing the community on an ad hoc basis compared to those who can do so independently. The RI assured us this is not the case but will implement a system to demonstrate and assess whether staffing levels are sufficient.

## Environment

People live in an environment which supports people to achieve their personal outcomes. The home exterior is nicely presented with a driveway and large garden area. The large property sits within a quiet community with good local amenities and transport links. The communal lounges are homely, and spacious with areas for people to relax. In the communal areas we saw two sitting areas, one dining area, a medication room, a laundry room, and a kitchen due to be renovated in the communal areas. There is an office space for support staff on both the ground floor and first floor. Records are stored securely within the separate office rooms, only accessible by relevant personnel.

The home interior requires some attention as it shows signs of wear and tear. People using the service and staff are still waiting for the kitchen and facilities to be replaced and replenished. The service has a cleaning schedule which is not always effectively followed, particularly in the kitchen and conservatory. Overall, the environment meets the needs of individuals who use the service but requires improvement in areas. A well-maintained environment is important for promoting a sense of comfort and feeling of being valued.

Arrangements are in place to minimise risk to people's health and safety. Audits show checks are carried out to identify and address any problems. The home is compliant with Fire Regulations and periodic testing of equipment is completed. Personal Emergency Evacuation Plans are individualised and kept up to date.

## Leadership and Management

The service provider has very good oversight of the team performance and practices. Care workers receive robust recruitment checks, an appropriate induction and training programme, regular supervision and regular team meetings. There are good staff monitoring systems within the company such as ensuring that care workers are registered with the workforce regulator, Social Care Wales (SCW) and are working towards social care qualifications.

Care workers are passionate and competent in their roles, they feel highly valued and supported by the management team. One care worker described the atmosphere in the service as, *"It needs to be a therapeutic environment, and it is"*. Staff morale is positive, and a small team of consistent staff is managed by a manager who promotes practices and care delivery in line with proactive interventions, recovery model approaches and person-centred care.

People can be assured there are quality assurance checks at the service. The RI regularly visits the service and completes a report every three months that reflects they consider the quality-of-service delivery. The quality of care is reviewed on a six-monthly basis and a report is produced. The review incorporates and takes account of the views of people receiving a service, staff and stakeholders.

The manager is sufficiently skilled and has set out, and embedded, the values of the service which focus on person-centred care underpinned by the recovery model of care. The manager is empowered to make decisions and receives regular support from higher management. There service provider has governance systems and arrangements in place for monitoring and improvement, including robust policies and procedures in place to promote good quality of care.

### 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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