Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

Kellis

Hengoed

Date Inspection Completed

20/02/2025

About Kellis

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Partnership of Care Ltd
Registered places	3
Language of the service	English
Previous Care Inspectorate Wales inspection	30 October 2023
Does this service promote Welsh language and culture?	The service is working towards providing an active offer of the Welsh language.

Summary

This is a small and homely service with a dedicated and passionate team of care workers and managers. People living here have done so for many years and are well known to the care workers supporting them. People are relaxed and comfortable in the service and participate in activities of their choosing in the service or in the local community.

Care workers are happy working at the service. They receive positive support from managers and are well qualified for their caring roles. The Responsible Individual (RI) is a regular presence at the service and is well known to the people who live there. The RI has good oversight and governance arrangements in place within the service.

The environment is comfortable and meets the needs of the people living there. There are improvements and upgrades planned to enhance the existing facilities.

Well-being

People are supported by care workers who know them well. This means small changes to people's physical or mental well-being are quickly noticed and appropriate support sought. Referrals are made to external agencies as needed to promote people's physical and mental well-being. Examples include referrals being made to the dentist, General Practitioner (GP) and Learning Disability team. People are supported to achieve their personal outcomes. These outcomes are broken down into smaller tasks and are reviewed and updated regularly to reflect people's achievements. People are supported to be as independent as possible. During the inspection we observed care workers following the active support model of care and support people to be actively involved in tasks of their choice. People have control over their daily lives and are offered a choice of activities daily. People are supported into the community regularly as well as a variety of in-house activities being available.

People have very individualised personal plans setting out their care and support needs. Plans include clear guidance to care workers as how best to support people including hints and tips with additional information about situations included within these plans.

People are kept safe from harm an abuse. There are robust safeguarding policies and procedures in place within the service. These set out what care workers should do in the event of a safeguarding incident. Evidence seen during the inspection confirms care workers know how to use these processes. The RI has also introduced a new Tell Us Anything procedure. This provides a way for care workers to raise any issues about what they see or experience anonymously. This can be positive practice, or negative practise for the awareness of managers to take action as appropriate. This creates a culture of openness and transparency within the service.

The service is working towards providing the Active Offer of the Welsh language. Documentation within the service is being made available bi-lingually and all care workers are encouraged to use their Welsh language skills within the service.

Care and Support

People are cared for by a dedicated team of care workers, who have worked at the service for a number of years and know the people living there very well. All people have their own personalised plans setting out their care and support needs. These plans include a social history as well as recording important people, dates and events so appropriate support can be provided to people at these special or difficult times. All personal plans include people's likes and preferences as well as dislikes and things to avoid. Additional sections like My Best Day and Things You Can Do To Help provide additional useful information to care workers to understand if people are happy and content, and which provide suggestions of things care workers can try to support that people through more difficult times. All personal plans are reviewed regularly, and summary notes of each month are recorded. This can help identify changes or trends in people's health and general presentation at a glance. Care workers record detailed notes about each person's day, capturing details about how people are supported during the day, people's mood and general health. There are appropriate risk assessments in place and people are supported to undertake activities in a safe and controlled manner. Risks are considered, and actions taken to minimise any identified risks meaning people can be supported to enjoy activities safely.

During the inspection we observed people to be happy in the service. People sought out care workers when they needed support with a task or wanted company. We observed comforting and supportive interactions between people and care workers during the inspection. People engage with each other and are friendly in their own way. Care workers are not rushed in their interactions and people are supported and encouraged to make choices in their own time.

There are good processes in place around the storage and administration of medication. These include robust reporting, regular counting of medications, and audits and checks by managers. These processes mean people's medications are stored and administered safely.

Environment

The service provides a homely service which is suitable for the people living there. There are communal spaces for people to use including a lounge room, conservatory room as well as a kitchen/dining room. People are free to move around the service as they wish, although some people have spaces where they prefer to spend their time. We observed people moving around the service as they chose. All communal spaces are nicely decorated and well maintained. There is an enclosed sensory garden to the front of the service which provides a suitable and safe outdoor environment for use by all people at the service. People are able to personalise their bedrooms to suit their individual taste and personal style.

At the time of inspection there was a programme of improvement works to enhance the service. Fire doors were in progress of being upgraded, new furniture had been ordered, and there are plans to upgrade a bathroom to better suit the changing needs of people residing at the service.

All required health and safety checks are completed. There are appropriate steps taken regarding fire safety, including regular drills and everyone at the service has a Personal Emergency Evacuation Plan (PEEP). These documents are reviewed regularly to ensure they reflect people's current needs and set out how to support people to safety leave the building in an emergency. The RI has good systems in place to oversee what maintenance tasks are required at the service and when these have been completed. There are good processes to oversee all health and safety at the service.

The service has a Food Standards Agency rating of 5, which means very good. People can be assured there are good food handling practices in place within the service.

Care workers were observed using and changing Personal Protective Equipment (PPE) at appropriate intervals throughout the inspection. There are plentiful supplies of PPE throughout the service for care workers to use as needed. All of this is in line with appropriate infection control measures that are in place within the service.

Leadership and Management

There are safe recruitment practices within this service. All care workers starting at the service undergo appropriate checks including an enhanced Disclosure and Barring (DBS) check, and provide two references. All care workers receive a detailed induction programme which includes mandatory and specialist training appropriate to the needs of people residing at the service. Refresher training is provided to all care workers when required.

There is a small but consistent team of care workers at this service, with many care workers having worked there for more than five years. All care workers receive regular and good quality supervision sessions with their manager. Team meetings happen regularly and cover any updates relating to the service and allow discussion within the staff team of issues they wish to raise. Care workers are suitably quailed and registered with Social Care Wales, the workforce regulator.

There are processes in place to deal with any incidents and accidents within the service, which show any actions needed to be taken. There are also processes in place to respond to any complaints received, but there have been no complaints raised with the service provider since the last inspection. The service is embracing the use of digital systems to make oversight and real time updates regarding ongoing work easier to access and monitor.

The RI makes regular visits to the service. They undertake their regulatory visits and complete the required Quality of Care reports. During the inspection we observed friendly interactions between people and the RI demonstrating positive relationships between them.

The Statement of Purpose (SoP) provides an accurate reflection of the service delivered. The Service User Guide is set out in an easy read format, which makes it accessible for people at the service.

Care workers at the service are happy working there and feel supported by the manager and RI.

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	
58	Arrangements in place to administer medication were not consistently safe.	Achieved
57	Health and safety processes in place are not robust to ensure people's safety is consistently maintained.	Achieved
35	Full and satisfactory information or documentation was not available for all persons employed at the service with regards to Part 1 of Schedule 1.	Achieved
60	The service provider had not notified CIW of events as required.	Achieved

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