



# **Inspection Report on**

**52 Narberth Road**

**Cardiff**

## **Date Inspection Completed**

**14/06/2024**

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## About 52 Narberth Road

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Pilipala Care Ltd
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	31 January 2024
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 focus of the service is offering people a 'Home' where they are at the centre of decision making and planning. The service is outstanding in helping people to achieve their personal goals, in addition to successfully supporting people with their physical and mental health needs.

People help to shape how the home is furnished and decorated. The environment is well-maintained and suits people's needs. There is plenty of space for people to do activities they choose to take part in, and they like their private bedrooms that are very personalised.

An exceptional manager is commended for their approach, consistency, systems and the support they provide to everyone. They have a passion to support people and ensure their rights are upheld. A knowledgeable, competent, stable workforce is dedicated to supporting people to be as independent as possible.

There are highly effective governance systems in place to oversee the quality of care delivered. The culture fostered by the provider through the leadership and management is extremely positive and caring.

## Well-being

People understand what care and support opportunities are available to them. People and their relatives are helped to understand what the service offers through documentation, visiting the home before they become a resident, and through talking to the manager. Information about how best to support a person is recorded in a personal plan which people or their relative signs to show they agree. They also sign to show they have been part of three-monthly reviews of their care. The service holds regular meetings with all of the residents, and they are encouraged to voice their views on how the service can improve and what they would like to see happening at the service. One relative recorded "*They ensure opinions and wishes are taken into account.*" People are supported to seek independent representation when this is needed so they can consider options available to them.

The service ensures people receive the right care and support as early as possible. People's physical and mental health are monitored and detailed daily notes help to inform the service if external health professional involvement is required. The service ensures this support is accessed as soon as possible to good effect. A consistent workforce follows procedures. Systems focus on prevention of deterioration of health, such as ensuring excellent oral health and encouraging people to participate in activities that promote their well-being.

People do things that matter to them. The service is exceptionally person centred with people encouraged and supported to do things they enjoy. People choose what to do on a daily basis from a range of activities, but also plan some events, such as birthday parties or trips. People spend time where they want to, go to bed and get up when they want to, and socialise with people who are important to them. They have good working relationships with their care workers who enable decision making. The environment supports people to do things they choose, offering a pleasant and comfortable space in their own room or communal areas. People are encouraged to engage in daily living activities such as laying the table for meals.

The provider protects people from abuse. The environment is routinely tested and maintained to meet health and safety requirements. The service safely recruits care workers, keeping required documentation to evidence they are fit, qualified and competent to work in the sector. People are continually consulted about their views, and where decision making is difficult, the service ensures the person has an independent representative to assist. Effective monitoring systems are in place and the responsible individual has exceptional oversight of the quality of care and support.

## Care and Support

The service is highly successful in supporting people to achieve positive outcomes. Care workers support people on a day-to-day basis to make choices and do things that make them happy. People grow in confidence and ability due to the outstanding encouragement and support they receive, and though some of the achievements may appear to be small, they are testament to the patience and dedication of the care team to enable people to be as independent as possible. The manager listens to people to understand what is really important to them, involving advocacy services when required to make sure people have their rights upheld. Relatives of people living at the home note that the service is very person centred, and one professional said, *“The care staff are really proactive and management are really supportive and go over and above,”* when supporting the person they are involved with, ensuring the best possible outcomes are achieved.

Very effective systems ensure people are at the heart of planning their care and support. The manager meets with people before they choose to make the service their home. They support a person to visit the home before they move in and asks people currently living at the service what they feel about welcoming a new resident. The manager carries out a detailed assessment and considers information from other sources to make sure that personal plans record important information to help guide care workers in their role. The plans are very person centred with excellent detail, including photographs to help some people who may find written documents difficult to understand. People and/or their relatives are fully involved in the production and reviewing of the plans. People have monthly house meetings where everyone is encouraged to help make decisions regarding the running of the home and events they would like to see arranged. Communication is excellent and relatives comment that *“They always inform us of anything we need to know.”*

Exceptional care is provided to support people's physical and mental health. Care workers keep detailed daily records including nutrition and fluid intake. They monitor people's weights and mood to use as indicators of when people may need additional support from external health professionals, and they help people to access this. The manager supports the involvement of initiatives to benefit people's health and we were told they have been commended for their consistency in using such initiatives, including managing people's oral health through the 'Gwen Am Byth' system. Care workers understand and follow directives of professionals such as those provided around food preparation to prevent the risk of choking. We saw how one person's mobility has drastically improved as the service had involved the right support at the right time and encouraged the person so they are now independently and confidently mobile. Care workers form positive relationships with people and are described as *“Considerate,” “Warm,” “Caring”* and *“Supportive.”*

## Environment

People live in a home that suits their needs and encourages independence. The service involves people in the choice of decoration and furnishings for their own bedroom, but also for communal areas. The home is freshly decorated throughout to a good standard. There is plenty of communal space and room for people to meet in private with their family if they wish. We saw people involved in a Yoga class in one living room where they had helped to move light furniture to prepare the space. Care workers encourage and support people to make their own drinks and food in a well-equipped communal kitchen, and people can gather in the dining room to eat meals together if they wish. A laundry room also provides opportunities for people to be involved in daily living tasks if they are able. The secure garden is suitable for people to enjoy outdoor activities and is easily accessible through patio doors. The provider has plans to enhance the garden and is actively seeking the views of people living in the home to guide development. People are supported to go into the local community and further afield if they wish, but the front door is currently kept locked to help people stay safe.

The provider ensures the environment is safe. The service has exceptional systems in place to monitor the environment, including, for example, checking emergency lighting and water temperatures. External contractors routinely visit to test services and provide required certification of safety, such as gas engineers to test the safety of the boilers. High standards of training, policies and procedures guide care workers to follow hygienic practices while carrying out all aspects of their role, and we saw good use of gloves and aprons during our visit. The service has the highest level 5 awarded by the Food Standards Agency showing that processes are followed during food preparation. All spaces are kept free of clutter and trip hazards.

Emergency evacuation procedures are in place. The service has risk assessments in place including fire safety, recognising the importance of preparing people should there be a need to evacuate the building at any time. Each person has a personalised plan to show how they will be supported to do this, and regular fire drills help people to practice leaving the building safely if this is ever needed.

## Leadership and Management

Leadership is exceptional and oversight of the quality of the service is excellent. Policies and procedures are in place and regularly reviewed. A 'statement of purpose' is available and tells people what to expect from the service. The service is run in accordance with these. The provider has a responsible individual (RI) who oversees the service, consulting with people and care workers to ensure the quality of care delivered is consistently meeting people's needs. They visit the service and provide exceptional reports regarding their findings, supporting service development. The RI and other directors, including the manager, foster a positive, caring culture that can be seen reflected throughout the workforce, and people living at the home. People and their wishes are at the centre of all decision making.

The service is run smoothly. A knowledgeable, organised manager is passionate about ensuring care and support is of an excellent standard, and has good oversight of this. They lead by example, always approachable and respectful of everyone. People and their families tell us how exceptional the manager is, and one care worker told us "*I feel that the support I get from management and my team is the best I have had,*" and "*I feel like I can speak to my manager with ease and I'm a valued part of a team not just a number.*" The manager follows monitoring systems to check the service is compliant, they are currently looking at enhancing their medication auditing to help reduce risks of errors.

Recruitment processes and documentation are excellent. The manager encourages and supports people to be part of the interview process when a new member of staff is being considered. Pre employment checks are carried out to make sure a member of staff is fit to work in social care and all required documentation is kept in personnel files. New employees receive induction to the service. Most care workers have worked at the service for many years forming a stable and experience workforce.

The provider ensures the workforce is knowledgeable, skilled and competent. Care workers follow the Social Care Wales workforce induction programme and are encouraged to gain a qualification in care. The service has a comprehensive training programme including subjects such as 'Autism,' 'learning disabilities' and 'managing behaviours that challenge,' helping care workers to improve their understanding to better support the people living in the home. Care workers understand how to 'safeguard' people and when to report issues. They also understand that some people are subject to a 'deprivation of liberty authorisation,' helping to keep people safe from harm. The service ensures care workers are competent within their role, including administration of medication.

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. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement		
Regulation	Summary	Status



N/A	No non-compliance of this type was identified at this inspection	N/A
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