



# **Inspection Report on**

**The Ivy**

**Barry**

## **Date Inspection Completed**

02/11/2023

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## About The Ivy

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	The Cedars Care Services Ltd
Registered places	4
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection since the home registered with Care Inspectorate Wales.
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

People are happy with the care they receive and like living at The Ivy. Care staff have good relationships with the people they care for and do so with respect and patience. Care staff are well trained and understand the needs of the people they care for. Care documentation is detailed, accurate and reviewed regularly. People do the things which matter to them and attend activities of their choice in the community. People are supported to maintain relationships with family and friends. Medication processes are safe and people access medical appointments without delay. The Responsible Individual (RI) visits the service often and quality assurance monitoring takes place regularly. Feedback from family and external professionals is very positive. There are robust policies and procedures in place and safeguarding referrals are made when required. Care staff like working at The Ivy and feel well supported by the management. The environment is pleasant and meets the needs of people using the service. Safety checks of the building are completed and fire safety is taken seriously. People have their own bedrooms which are personalised and offer privacy when required.

## Well-being

People are treated with dignity and respect. Pre-admission assessments are completed and people are encouraged to visit the home to ensure the service can meet their needs. The Ivy has a stable and dedicated care staff team who have built good relationships with the people they support. Care staff interact positively with people and afford them kindness and compassion when providing their care. People like living at The Ivy and feel able to approach the manager with any concerns. People look clean, dressed appropriately and well cared for. Quality assurance monitoring takes place regularly and people have access to a robust complaints process. The RI engages with people and/or their families as part of monitoring visits. People live in a comfortable environment and have access to personal space and privacy in their own bedroom.

People get the right care without delay. Care documentation is thorough, robust and reviewed regularly to ensure it remains current. There are risk assessments in place and evidence of support being provided by external professionals when required. Care staff attend relevant training courses and have the skills needed to meet the needs of the people they care for. Care staff are able to anticipate the needs of people who cannot communicate their needs. Care staff are well supported and like working at The Ivy but formal supervision arrangements need to be on a more regular basis. People have choice in regard to how they spend their time and are supported to attend activities they enjoy. Policies and procedures are in place to inform care staff of how the service is to operate and what is expected of them.

People are protected from harm and abuse. The Ivy has a robust safeguarding policy in place and all care staff receive training in the safeguarding of adults at risk of abuse. The manager makes referrals to the Local Authority safeguarding team when required and the RI monitors all referrals closely. Care staff are recruited safely and there is a system in place to renew Disclosure and Barring Service (DBS) certificates when required. People live in a safe environment which is warm, clean and free from hazards. Fire safety is taken seriously and all equipment is serviced to ensure it remains safe to be used.

## Care and Support

People get the right care at the right time. Care staff levels at The Ivy are good and ensure people do not wait for the care they need. There is a stable and consistent care staff team, who have good relationships with the people they care for. Care staff understand the needs of the people they care for and can anticipate the needs of people who cannot do this themselves. We saw care staff engaging positively with people and showing patience and kindness when delivering support. Personal plans of care outline people's needs and clearly detail how these should be met. They are supported by risk assessments where required, which are reviewed regularly to ensure they remain accurate. These documents are important as they guide care staff on how to care for people correctly. Medication processes are safe and robust. We saw medication is stored safely in individual rooms and administered as prescribed. Medication Administration Record (MAR) charts are in place, contain all required information and are completed correctly. Care staff sign the MAR charts to indicate that medication has been administered. Referrals are made to health and social care professionals without delay and people attend medical appointments when required. The care staff have built good working relationships with external professionals who visit the home.

People are supported to have choice and control as far as practically possible. Care planning is person centred and people and/or their representatives are encouraged to take part in their care planning and review processes. People's likes, dislikes and preferences as to how their care is provided is included in personal plans of care. People's personal goals and well-being outcomes are clearly documented. Weekly food menus are prepared considering people's tastes, and we were told there is always an alternative available. People told us they enjoy living at The Ivy and do the things that matter to them. We saw people have personal activity plans in place and attend activities of their choice. People are supported to maintain relationships with friends and family. Visitors to the home are welcome and people are supported to visit their loved ones if they wish.

## Environment

People live in a suitable environment. The Ivy is located in a residential area of Barry that benefits from local amenities and good transport links. The service is brand new and has recently been renovated and decorated to a high standard throughout. The home is warm, welcoming and we did not detect any malodour during our visit. The home is on ground floor level only and has suitable flooring and adaptations for people to move around freely. There is ample communal space including a large lounge and kitchen/diner and outdoor space which people are free to use as they wish. The bathrooms and toilets throughout the home are clean and in good working order. People have their own bedrooms which are warm, clean and spacious, and offer opportunity for personal space and privacy when required. People are encouraged to personalise their rooms and choose the furniture and décor to make the space as homely and comfortable as possible.

People can be assured they live in a safe environment. On arrival we found the main entrance secure and we were asked for identification and to sign the visitor book before we were permitted entry to the service. The home is clutter free and hazards have been reduced as far as practically possible. Harmful chemicals are locked away safely and the service has a food standard agency award of five (very good). Safety checks of the building including gas and electricity testing are completed in line with legal requirements.

Serviceable equipment is serviced every six months to ensure it remain safe and fit for purpose. There is a fire risk assessment in place and everyone living at The Ivy has a Personal Emergency Evacuation Plan (PEEP) in place. PEEPs are important as they guide staff on how to evacuate people in the event of an emergency. Fire alarms and emergency lighting are tested and fire drills take place regularly. All care staff receive training in fire safety.

## Leadership and Management

People benefit from the leadership and management in place. The Ivy has a manager who is registered with Social Care Wales, the workforce regulator and an RI who has good oversight of the service. There are policies and procedures to guide care staff on the running of the service and care staff sign to acknowledge they understand the policies. People are given detailed information about the service they can expect to receive which includes details of how to complain if they are not happy. There have been no complaints to the service since they started operating. A number of compliments have been received from families and visiting professionals. Quality assurance monitoring takes place regularly and includes the views of people living at the service and care staff working at the service. Quality assurance monitoring indicates the provider is committed to providing a quality service and making improvements where required. The manager understands legal requirements of caring for vulnerable people and makes applications to the Deprivation of Liberty Safeguards (DoLS) team when required. This ensures placements at the service are lawful where people lack the mental capacity to make decision surrounding their care and accommodation needs.

People are supported by care staff who are well trained and safely recruited. Care staff attend training courses appropriate to their roles and feel well equipped to do their jobs. Care staff we spoke with told us they like working at The Ivy and feel well supported. One staff member said, *"I love working here, the manager is really great"*, another staff member said, *"I don't have any issues at all working here"*. Care staff receive supervision regularly but we found that they are not always in line with regulatory timescales. The manager gave assurances this will be addressed without delay. Supervisions are important as they provide opportunity to discuss any practice issues or needs in a formal setting which is recorded. We examined a selection of staff personnel files and found they contained all the required information. Pre-employment checks including DBS certificates and references are applied for prior to employment commencing. These checks are important as they determine a person's suitability to work with vulnerable people.

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. 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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