

## **Care and Social Services Inspectorate Wales**

### **Care Standards Act 2000**

#### **Inspection Report**

#### **Cadoc House (React)**

36 Connaught Road  
Roath  
Cardiff  
CF24 3PU

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## **Introduction**

Cadoc House is registered to provide a service to eleven people with mental health difficulties, learning disabilities or to people who have an acquired brain injury. The care home is situated in the Roath area of Cardiff and is close to local facilities, amenities and public transport.

The care home comprises two individual, large terraced houses. Number 36 Connaught Road offers a “traditional” style of care provision with individual bedrooms and shared bathrooms, lounges, dining room and kitchen facilities. Number 32 Connaught Rd is also included in the Cadoc House registration but comprises five self-contained flats for people who are assessed as needing less support and are able to live a more independent lifestyle.

We carried out a focussed inspection of this service as part of CSSIW’s annual programme of inspections.

## **Inspection methods**

We obtained information for this report by:-

- Making an unannounced visit to the care home on 6 September 2012
- Talking to the manager and a person who uses the service
- Looking at people’s care records and also staff files.
- Examining self assessment information provided by the registered manager.
- Looking at completed questionnaires returned by people who use the service or are members of the staff team.

## **Summary of inspection findings**

### **What does the service do well?**

Cadoc House is able to offer people two distinct types of provision within one care setting. Depending upon the assessed needs of the individual they can choose to live a more supported or independent lifestyle. Staffing levels can be flexible to meet people’s needs.

It was evident that people using the service receive a good deal of individual attention and are encouraged and supported to maintain or develop their independence.

### **What has improved since the last inspection?**

Since the last inspection the home has provided a service to more people and at the same time the size of the staff team has grown. This has meant that the registered manager has been able to develop the skills of the staff team and see the home’s model of care functioning. Now that the home is busier service users are obviously able to experience a more communal lifestyle.

### **What needs to be done to improve the service?**

- Care plans should be reviewed to ensure that they reflect the personal care, social and healthcare needs and preferences of individuals. They should be written in a detailed way that makes it very clear what the person requires help with, what they can do for themselves and the role of care staff in delivering the care. Similarly risk assessments should be based on the individual needs and lifestyle of people using the service.
- Paper towels and a suitable waste bin should be available in bathrooms.

## Quality of life

When we arrived at Cadoc House we found that all of the people living there were actually out of the home engaged in a variety of activities in the community – in some instances supported by care staff. During the inspection visit one person returned to the home. He had met up with a relative and they had then visited Cardiff Bay. It was obvious that he felt comfortable and at home at Cadoc House and immediately went to the kitchen to make a drink. He told us that he was happy living at the home and satisfied with the care and support he received.

We looked at sample of service user records including assessments, care plans and risk assessments. Pre admission assessments were thorough and drew upon information provided by other professionals. At the front of each file was a “moving in checklist”. This useful document provided staff with a reminder of items that need to be in place when a person moved into the home such as identifying a keyworker or having a door key cut. It also demonstrated that the home is keen for people to have some structure to their lives through devising a weekly planner and

We saw that people were able to make choices about many aspects of the care and support they receive. Each file contained an “Individual Preferences Chart” which as the name suggests detailed peoples preferences about a range of issues including the times people like to get up or retire to bed, the gender of staff helping with personal care and preferred mode of communication.

We saw that people had care plans and risk assessments but we felt that they seemed generic and did not fully reflect individual needs. There was a range of separate information regarding identified needs on file but it was not always clear whether the information was current and it had not been written up into a care plan. For example information indicated that one service user had a diagnosis of diabetes but there was no care plan regarding this need. We would have expected to see clear information about supporting the person to manage their health. In another instance there was some information on file that indicated that the person had been diagnosed with a specific illness. We could not see a care plan that would show how staff were to monitor the person’s health, what to do if they had concerns, the support required to make and attend appointments etc.

In discussion with the manager of the home we observed that he had a very detailed knowledge of the care and support needs of individuals living at Cadoc House. He was able to provide us with many examples of where the staff team act in a supportive manner while also enabling people to be as independent as possible. This detailed information needs to be recorded in care plans.

Within the home people are encouraged to learn and use daily living skills such as budgeting, menu planning, shopping and cooking. People are also encouraged to do some of the cleaning in the home and look after their laundry. The staff team also support residents to access leisure and recreational activities outside of the home.

The staff team encourage service users to look after their health and encourage them to make appointments for the dentist, GP, optician or other community based healthcare support. We saw evidence on people’s files that demonstrated this.

## Quality of staffing

We had limited opportunities to observe relationships and interaction between staff and service users however what we did see appeared friendly and professional. The person we met who uses the service seemed comfortable with the manager of the home.

Five members of staff returned questionnaires to us. Overall their feedback indicated that they felt valued by the management of the home and supported to do their job properly. They also felt that they are able to contribute ideas or make suggestions about how the home is run. Staff confirmed that they receive supervision and relevant training. All of the responses indicated that the staff group worked well as a team and enjoyed their job.

## Quality of leadership and management

This inspection focussed on the quality of life experienced by people living at the home and we did not consider it necessary to look at the quality of leadership and management on this occasion. The registered manager was at the home during the inspection visit and was answered any questions that we has about the service. The home appeared to be well organised and staff were deployed effectively to meet the needs of people living at the home.

The theme of leadership and management will be considered at future inspections.

## Quality of environment

Cadoc House is a large terraced house situated in a residential area within walking distance of local shops and amenities. The home is close to bus routes and Cardiff city centre is a short ride away.

The ground floor of the home comprises two lounges and a separate dining area. The furniture and fittings are modern and comfortable. Books, pictures and plants were dotted around the sitting and dining areas and it looked comfortable and homely

There are bedrooms on the second and third floors of the home and all of these rooms are of a good size and furnished appropriately. Communal bathrooms/WC's were clean but we did note that they should have paper towel dispensers to minimise the risk of cross infection.

At the rear of the house there is a pleasant garden. There is a small area of lawn and a decked area. The garden is edged with mature trees.

