



Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

Cadoc House (React)

36 Connaught Road
Roath
Cardiff
CF24 3PU

Type of Inspection – Unannounced Baseline

Date of inspection – 5 November 2013

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Summary

About the service

Cadoc House is registered as a Care Home for up to 15 service users with mental health and / or learning disability and / or acquired brain injury and are over the age of 18.

The home provides accommodation within three houses that are separate but close to each other. One provides conventional residential care for up to 6 service users and the other two provide self contained flats for a further 9 service users.

What type of inspection was carried out?

This inspection was a baseline inspection and was unannounced.

The following methodology was employed and informs the findings of this report;

- observation of the experience of service users
- observation of the interaction between service users and staff and managers
- discussion with a group of service users and with individual service users accommodated within the residential house and the self contained flats
- discussion with staff, the deputy manager and manager of the home
- discussion with a visiting Social Worker
- checking the statement of purpose, service user guide, case files and other documentation and records including those relating to the employment and management of staff
- inspection of premises

What does the service do well?

The quality of life for service users, the quality of staff and managers and the environment at the home were all very good.

It was a pleasure to be at the home and to engage with service users and staff working so well together.

It was notable that service users had been enabled through very positive relationships with the staff and managers to feel valued, contented and confident about themselves and in considering their futures.

What has improved since the last inspection?

The home has maintained its commitment to delivering a good quality service and to its ongoing development.

What needs to be done to improve the service?

Some recommendations are made in regard to the clarity of information in the statement of purpose and a copy of the regulations needs to be readily available at the home.

Quality of life

Evidence indicated that the quality of care provided at the home was very good.

Discussion with service users focussed on their experience of being admitted to the home; their experience of living at the home and the quality of support they received in making plans for their futures. Eight service users were spoken with and without exception, said they were entirely satisfied with all aspects of their care and support.

Observation and discussion indicated that service users were confident in themselves; in their environment and with the staff working with them. It was evident that they were treated with respect by staff and by managers and in a manner that reflected a commendable balance of 'normalisation' and professionalism.

They all confirmed that they had been welcomed to the home when they first arrived and that they had been supported by staff to establish themselves at the home and with other residents. They confirmed that staff and managers had spent time with them to understand how they were feeling and how they could best support them.

They confirmed that they were engaged in a range of constructive activities as would be necessary for them to feel a sense of achievement, fulfilment and self worth and several said they felt positively about taking the next steps in their plans toward increased levels of self responsibility.

It was notable during the inspection that that service users had been enabled through very positive relationships with the staff and managers to feel valued, contented and confident about themselves and in considering their futures.

Quality of staffing

Evidence indicated that the quality of staffing provided at the home was very good.

Discussion and observation indicated that there were sufficient staff employed to meet the statement of purpose and that they were suitably skilled and experienced in their roles.

They seemed confident and competent in their relationships with service users and positively motivated in their roles. They were seen to be warm and attentive to service users and to be understanding and supportive of their individual needs.

Quality of leadership and management

Evidence indicated that the quality of leadership and management provided at the home was very good.

Since the last inspection, the registration and statement of purpose had been amended as a result of the addition of another house comprising self contained flats for up to four service users.

Observation and discussion indicated that the management and leadership of the home had been consistent and clear about its expectations and effective in delivering a good quality service to meet the support needs of service users.

It was evident that managers had implemented an ethos and approach that afforded service users the consistency of care necessary to meet their needs.

The professional skills and ability demonstrated by managers in their roles and in response to the inspection was good.

It appeared that the service was well managed and benefitted from a company and management structure with the necessary skills, experience and commitment to support its ongoing improvement.

On checking the statement of purpose, it is recommended that it is amended to specify the number of staff employed to deliver the service as well as their qualifications and experience. It is also recommended that the arrangements shown in the document for consulting with service users about the operation of the home is revised to include the associated requirements of Regulation 25.

There was clear evidence of a positive commitment to the ongoing development of the service and for consultation with service users and stakeholders. The manager advised of their intention to further develop the system employed to monitor, review and improve the quality of care provided at the home and acknowledged the need for it to meet the requirements of Regulation 25.

Quality of environment

Evidence indicated the quality of environment at the home was very good.

The accommodation and garden areas were suitably homely and included good quality furnishings and fittings in the residential house and flats.

Decoration was in good order with no sign of neglect or disrepair and the home employed its own team to manage maintenance and refurbishment works.

Managers and staff were seen to have created a culture and environment within which the positive well being of service users was effectively fulfilled.

How we inspect and report on services We conduct two types of inspection; baseline and focussed. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focussed inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focussed inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focussed inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

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