



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 – Focussed
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Summary

About the service

Cadoc House is registered as a care home for up to 16 service users with mental health support needs and/or a learning disability and/or acquired brain injury and are over the age of 18.

The home provides accommodation within four houses that are separate but close to each other. One provides conventional residential care for up to 5 service users and the other three provide self contained flats for up to 11 service users.

What type of inspection was carried out?

This was an unannounced and focussed inspection.

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

- observation of the daily routines of service users
- observation of the interaction between service users, staff and managers
- individual discussions with four of the service users including some living within the residential house and some within the flats
- discussion with staff, the deputy manager and manager of the home
- discussion with a visiting Community Psychiatric Nurse
- checking the statement of purpose, service user and quality assurance reports
- inspection of the premises and garden

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 notable that service users had been enabled through positive relationships with the staff and managers to feel valued, contented and confident about themselves and 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?

Systems had been established for monitoring, reviewing and improving the quality of care provided at the home, though we felt that the scope of the review process needed further development.

Quality of life

Evidence indicated that the quality of life of service users and the quality of their care was good.

We (the CSSIW) spoke with four of the service users individually to ask about their quality of life and their care. What they said indicated that they had confidence in the people caring for them and as a result, felt more confidence in themselves and their futures.

They said that the staff always found time to sit and talk with them, to know how they were and to ask if there was anything they could do to support them.

They all said they were treated well at the home and when asked to explain more about that, their responses included; that we have fun together; that staff cook Sunday lunch for us; that we go out on day trips on weekends and to the pub to watch the football. One went to the gym on a daily basis and swimming on a weekly basis and another had particularly appreciated a party on his birthday and the fuss that was made of them.

The manager confirmed that the service users attended a varied range of community based activities. One enjoyed attending church and volunteering at its coffee shop. They had initially been supported by staff but had since progressed to doing this independently. The home had advocated for them having this opportunity and for the restrictions of their liberty being reduced. The manager confirmed that the necessary risk assessments were in place though these were not checked.

One service user said they went to college on Tuesdays and Fridays; did their cleaning on Wednesdays and went shopping on Thursdays. They said they had rest days on Fridays and enjoyed spending time in their flat and visiting the residential house to see their friends and staff.

When we enquired about the relationships between the service users it was clear that they enjoyed positive relationships between themselves. They said they liked each others company and we felt that they had a sense of belonging at the home and a sense of community as a group.

The staff and the manager confirmed that they carefully monitored compatibility between service users to ensure that the behaviours of some did not have an adverse affect on the others. Some service users had been discharged as a result of particular behaviours that would have been unsettling for others at the home.

We heard of a number of examples where the vulnerability of service users had been safeguarded. One was in relation to a risk that had arisen in the local community and another was in relation to a developing relationship between service users.

Quality of staffing

Evidence indicated that the quality of staffing was good.

Discussion and observation indicated that there was generally a sufficient number of staff to meet the individual needs of the service users and a pool of relief staff to cover any short term absence of permanent staff members. Some new staff had been appointed to support the transition of a new service user into one of the home's new flats and they were undertaken their induction training during the inspection.

Feedback from service users indicated that the staff were suitably skilled and motivated and that they were accessible and fun to be with.

Staff were seen to be confident and competent in their relationships with service users whose emotional support needs were sometimes fluctuating and complex. Feedback indicated they worked consistently as a team.

Staff recruitment records were not checked on this occasion.

Quality of leadership and management

Observation and feedback indicated that the quality of leadership and management was good and that the manager had implemented an ethos that was empowering and supportive of the service users.

The manager demonstrated a good insight and understanding of the needs of each of the service users and a commitment to ensuring that the home was able to respond flexibly to their needs.

It was evident from all feedback that the manager was committed to consultation with service users and to the ongoing improvement of the home. Systems had been established for monitoring, reviewing and improving the quality of care provided at the home, though we felt that the scope of the review process needed further development. There was considerable evidence that the operation of the home was otherwise very responsive to the needs of service users and its ongoing improvement.

Service user guides were available for the flats and the residential house which provided comprehensive information and reflected the service user led ethos adopted at the home.

In addition to the statement of purpose the home has created what they refer to as a virtual tour of the home which can be viewed online to help service users considering placement at the home. This is seen as innovative and particularly helpful for service users who might be in forensic provision or living a long way from the home and could benefit from gaining an insight into the home's accommodation before visiting.

Quality of environment

The quality of the environment and the standard of accommodation in the residential house and flats were very good.

An environment had been created which was positively supportive of the service users and reflected a good commitment by the provider to demonstrate their regard for them.

The model of care reflected a commendable balance between normalisation and professionalism.

The style of the accommodation was modern and homely and included good quality furnishings and fittings. The standard of decor was also good and contributed to the positive and uplifting environment achieved throughout the home. Each of the bedrooms viewed had been individualised by the service users to suit their particular tastes and provided evidence that they had been encouraged to treat their rooms as their own. Garden areas including those at the self contained flats provided privacy and outside seating and were suitably maintained.

There were no signs of neglect or disrepair seen and the manager confirmed that 'gas safe' certificates were in place in respect of the various boilers fitted throughout the home. These were not checked.

A new office and dedicated medication room had been created since the last inspection and both appeared to fulfil their purposes well.

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.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by telephoning your local CSSIW regional office.