



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru
Care and Social Services Inspectorate Wales

Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

Cadoc House (React)

Cadoc House
36 Connaught Road
Roath
Cardiff
CF24 3PU

Type of Inspection – Focused

Date of inspection – Wednesday, 9 September 2015

Date of publication – Wednesday, 14 October 2015

Welsh Government © Crown copyright 2015.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk You must reproduce our material accurately and not use it in a misleading context.

Summary

About the service

Cadoc House is registered with Care and Social Services Inspectorate Wales (CSSIW) 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, who 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.

The registered manager is Vivienne Moss; the registered provider is React Support Services Ltd and a responsible individual has been nominated.

The home is located close to Cardiff city centre.

What type of inspection was carried out?

This was an unannounced focussed inspection and the following methodology was employed;

- observation of the routines of the service users and their interaction with other service users and the staff and manager
- individual discussions with 5 of the service users,
- discussion with a group of staff, the manager and two visiting professionals
- inspection of the premises

What does the service do well?

The quality of life of the 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?

These are some of the improvements made since the last inspection;

- the level of service user involvement in the local community
- the appointment of a clinical lead to provide specialist support
- a high street pharmacy had become involved in undertaking medication audits

What needs to be done to improve the service?

The following recommendation is made to support the ongoing improvement of the home;

- that the visits made on behalf of the registered provider focus more clearly on the standard of care of the service users

Quality of life

Upon arrival at the home, two of the service users were keen to meet with us (the CSSIW) and tell us about their progress since the last inspection. One had been sharing a flat at the home with their girlfriend and said that they had acquired several jobs. Their work included a role with the NHS giving talks at hospitals and they were involved in a judging panel responsible for the allocation of awards within the care sector. The other said they had been positively supported in maintaining close family relationships and both said they were looking forward to living more independently in the future. What they told us indicated that they had received very good support at the home and that they had made good progress in their lives and in their relationships with people close to them. It was clear that they were proud of what they had achieved and of themselves.

We observed two service users and a staff member playing guitars together which we were told took place regularly. Both of the service users engaged enthusiastically with the staff member and with us about their interest in music. Both said they had received very good support at the home and that they liked all of the staff. There was much evidence of service users' being involved in the local community. This included cycling and swimming activities, taking part in a church choir and volunteering at a tea shop. Some of the service users had just taken part in a 10 kilometre run in Cardiff where they were joined by staff and service users from another 'React' home and by the company's head office staff.

We looked at the service users' plans and risk assessments and saw detailed assessments of their support needs and of the risks associated with caring for them. There were key worker arrangements to monitor and support the individual service users and we saw reports that had been written of their progress. We saw documentation to demonstrate that multi agency plans were in place to respond to any known risks associated with the service users, which in some instances were considerable. Feedback from visiting professionals indicated that the home was especially good at understanding and managing the risks associated with the service users and of ensuring that they accessed any specialist support they needed.

Feedback from service users, staff and the manager assured us that compatibility between service users had been subject to ongoing review by the manager to ensure the behaviours of any service users did not unduly affect the quality of life of the others. We were also assured that referral and transitional arrangements were well developed to allow service users to adjust to their changing circumstances.

Overall, we felt very positively about the ethos demonstrated at the home which enhanced the quality of life of the service users; who were confident in their surroundings and making good developmental progress.

Quality of staffing

All feedback from service users and visiting professionals about the staff was very positive.

We saw staff engaging constructively with individual service users and demonstrating a professional approach which reflected their skill, compassion and a good understanding of people's support needs.

Staff told us there was adequate staff employed to meet the needs of the service users and that they received good opportunities for training. They said there was a good mix in the staff team in terms of their age, gender and levels of experience and that they operated consistently as a group. We saw various examples of good practice by staff. This included one staff member engaging with service users through music and others demonstrating calmness and reassurance with service users who were anxious.

'React' had employed a 'clinical lead' since the last inspection to provide specialist support to the managers of their homes, specialist staff training and some direct work with service users.

Overall, evidence indicated that the staff group were well supported by managers; motivated to promote the rights and entitlements of the service users and to develop their own skills and career opportunities.

Quality of leadership and management

All feedback from the service users, staff and visiting professionals indicated that the manager was effective in their leadership of the home and that they received good support from the registered provider to support the continuous improvement of the home.

Our observations indicated that the manager presented themselves as a positive role model for the staff; that they were experienced, knowledgeable and accessible and that they had developed a culture and staff group that motivated and promoted the rights and wellbeing of the service users.

The visits made on behalf of the registered provider, as required by regulation 27 had been made. The reports of their visits were lengthy and included various 'additional' quality assurance checks, which we felt detracted from the intended purpose of the visits; to form an opinion about the standard of care provided at the home.

A report had been compiled by the manager to review the quality of care provided at the home and included plans for its ongoing improvement.

Overall, evidence indicated that the quality of leadership and management of the home had been very effective in understanding and meeting the needs of the service users.

Quality of environment

The environment was positively supportive of the service users and the quality of accommodation was very good.

The model of care reflected an appropriate balance between normalisation and professionalism and feedback indicated that the atmosphere at the home was generally upbeat and positive for the service users.

The style of the accommodation was modern and homely and included good quality furnishings and fittings and there were no signs of neglect or disrepair seen.

Overall, the accommodation appeared ideally suited for its purpose.

How we inspect and report on services

We conduct two types of inspection; baseline and focused. 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.

- **Focused 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. Focused inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focused 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.