



Inspection Report on

Liberty House

**LIBERTY PLACEMENTS
53 MARY STREET
PORTHCAWL
CF36 3YN**

Date Inspection Completed

01/05/2019

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Description of the service

Liberty House is a small home which provides care and support for up to six people who have wide ranging mental health difficulties aged 18 years and over.

The home is located in the town of Porthcawl within easy walking distance to the seafront and town centre.

The home is owned by Liberty Placements Ltd. The responsible individual (RI) is Mr John Shirreffs and there is a manager in post who is registered with Social Care Wales.

Summary of our findings

1. Overall assessment

People experience enhanced well-being at Liberty House, where their care and support needs are recognised and understood. People are able to socialise with others and take part in activities that give them a sense of achievement. They are involved in making decisions about everyday life at the home. The home has clear values that are reinforced by care workers. People are encouraged to lead a healthy lifestyle. The environment is comfortable and homely and has the facilities to support people to live independently. However, improvements are needed to ensure that all staff have adequate and appropriate training.

2. Improvements

This was the home's first inspection since registering under the Regulation and Inspection of Social Care (Wales) Act 2016 in October 2018.

3. Requirements and recommendations

Section five of this report sets out our recommendations to improve the service and the area where legal requirements are not being met. This relates to the following:

- Leadership and management - all staff must complete mandatory training.

1. Well-being

Summary

People experience enhanced well-being through their meaningful interactions with care workers. People are supported to follow their own interests and experience a sense of achievement, and their individual contributions to home life are recognised and valued.

Our findings

People's independence is maximised and their interests are understood and promoted. Care records contained information about people's individual interests, which enabled staff to then support them. Activities undertaken throughout the day were inputted by staff onto the computer system, which the management team reviewed on a daily basis. People spoken with told us that they liked going out for walks; shopping and helping out with cooking. Others enjoyed watching football or playing pool. People also valued contact with their families. We saw that weekly community meetings were held, where ideas regarding activities were shared with staff. A relative we spoke with told us "*the staff are very good and take X out*". A care manager told us "*many social outings take place*". We concluded that people are given opportunities to do things that matter to them and are supported by the staff team to follow their interests individually or as a group.

As far as possible, the home takes appropriate steps to safeguard people from neglect and abuse. The front door to the property was not locked and the manager explained that anyone was free to leave the premises any time they wished. People we asked confirmed this to us. One person added, "*I go out a lot, sometimes shopping or to a café.*" People in the home knew what to do if they felt unsafe at any time; they said, "*if I had a problem the staff would help me out.*" We saw that a safeguarding policy was available. There was a visitor's book in the entrance hallway, which required all visitors to sign in and out to protect the safety of those living in the home. CCTV was seen to be in operation at the front and rear entrances of the building. Where required, matters had been appropriately reported to Care Inspectorate Wales (CIW). This illustrates that the home ensures people are safeguarded as far as possible.

People are treated with kindness and compassion in their day to day care. Care workers were providing supervision in all areas of the home enabling them to respond to people's needs and requests calmly and quickly. We saw kind, respectful interactions between care workers and the people they were supporting. The atmosphere throughout our visit was relaxed yet professional. Discussions with care workers demonstrated that they regarded people with respect and clearly got to know the person by talking to them and reading the care files. We spoke with a relative who told us that the staff were very nice and that there was "*a lovely atmosphere at Liberty House*". The evidence shows that people have positive relationships with the care staff who support them.

2. Care and Development

Summary

People are encouraged to express themselves and are supported to make choices about how their care is delivered, with additional support from relevant professionals where required. People receive the right care in the way they want it. Care plans and risk assessments were detailed and reviewed regularly. The home is working towards providing a Welsh language 'active offer.'

Our findings

People are as healthy as they can be because they receive proactive care. Care records were well organised and the information they contained was easily accessible. We saw assessments of each person's physical and mental health and up-to-date risk assessments that enabled people to be as independent as possible. In order to remain current, all care records were regularly reviewed, or more frequently wherever support needs had changed. There was evidence on the care files viewed of involvement from health and social care professionals when needed. We evidenced referrals to health professionals when, for example, support was needed with physical and mental health. Care workers spoken with clearly knew the individual needs of the people they were supporting. In the event of an emergency, we saw that people's safety was promoted within their Personal Emergency Evacuation Procedures (PEEPs); these documents described the level of support required in order to assist people to evacuate to a safe place. However, we noted that they had not been reviewed. Care workers told us that they had access to the care documentation which allowed them to understand the needs and preferences of the person. We saw people and/or their representatives were invited to take part in their care reviews, where all relevant support needs were discussed and the care records updated where necessary. This demonstrates that individual needs and preferences are understood and anticipated by staff.

People benefit from a healthy diet and attention to nutrition and hydration. The manager told us there was a "*shop, cook and serve*" system where each individual was allocated a day to plan and prepare a meal of their choice. People told us they enjoyed the food available. There was a varied menu which was reviewed regularly with the involvement of people in the home. Meals were used as social events each day, with all members of the home eating together. We saw that people were offered drinks and snacks regularly during the inspection. The kitchen had been inspected by the Food Standards Agency in February 2017 and were awarded a 5* rating. This illustrates that people's health is promoted because their dietary needs are recognised and catered for.

The home had a clear process for managing people's medication. Medication Administration Records (MAR) charts were examined; we saw that these had been completed correctly. All medication was stored in a locked cupboard in the kitchen, and daily recordings of the room temperature were taken. This is because all care homes must maintain medication room temperatures below 25°C, in line with N.I.C.E. (National Institute for Health and Care Excellence) guidelines for managing medication in care homes 2014. We saw that staff who administered medication had undertaken training. A medication

policy was readily available and had been reviewed. Overall, this confirms that people can expect to have their medication managed appropriately.

The home does not currently provide the active offer of the Welsh language; this means being proactive in providing a service in Welsh without people having to ask for it. The manager told us that this was because the people currently living in the home do not speak Welsh. However, the manager told us that they were looking into ways of working towards the active offer. We recommended that the manager considered the Welsh Government's 'More than Just Words' guidance for Welsh language in social care, and arranged for key documents such as the statement of purpose and the service user guide to be made available bilingually, in Welsh and English.

3. Environment

Summary

Liberty House provides a comfortable and homely environment that is suitable for people's needs. We found that all areas are clean and inviting, and that people's confidentiality is respected.

Our findings

People feel valued because they are cared for in a comfortable, clean, homely and personalised environment. The premises were welcoming and homely and when we toured the home we saw that it was clean and tidy. We saw that people had their own rooms which were personalised with items which were important to them. One person was proud to show us their room. People living in the home told us "*its proper luxury*" and "*like a four star hotel*". We saw communal areas where people could socialise and meet with visitors. A relative told us "*it's always clean and tidy*". This shows that people live in accommodation which is homely, clean and comfortable.

The need for confidentiality is anticipated and respected. Care records and employee personnel records were stored securely either in a lockable cupboard or in an office. In addition, people were safe from unauthorised visitors entering the building. All visitors had to ring the bell on the front door prior to gaining entry. People's privacy and personal information is well protected.

People are cared for in a well maintained environment. We were shown the maintenance records, these evidenced that all appropriate measures were taken to ensure equipment was suitably maintained. On the day of inspection, the Responsible Individual was undertaking maintenance work. We saw him including one person who lived in the home, asking if they wanted to help him. People could be assured of effective and efficient fire procedures and testing. However, staff had not undertaken fire training. Records showed the fire alarm had been tested every week. We were shown the laundry facilities, which were suitable to meet the needs of people living in the home. People can be confident that their home and equipment is well looked after however fire training for staff and reviews of Personal Emergency Evacuation Plans (PEEP's) is needed.

4. Leadership and Management

Summary

Overall, the home is run in a way which maximises people's potential and there is a commitment to quality improvement. Care workers are well led and supported in their roles. They also receive leadership and support from a manager who is readily available and has a visible presence in the home. Immediate improvements are required to ensure staff are suitably trained.

Our findings

People see accountability and know there are managers who are overseeing the home. The RI was well-known by people in the home. In addition, it was evident that the RI and manager had an open door policy; we saw them talking to people throughout the inspection and noted they were never rushed or hurried, and each person appeared to be extremely happy to have the contact. This demonstrates people can expect to have regular contact with senior management who are overseeing the care and support they receive.

There are systems in place to monitor the quality of support people receive, together with an overall commitment to continuous improvement. We saw records of house meetings for people in the home to discuss issues they wished to raise, and staff meetings for the staff team to talk about any issues that affected the smooth management of the home. We did, however, note that although staff meetings had not been held regularly a monthly staff newsletter had been produced. The manager regularly completed audits to check people's quality of support, finances and medication and all health and safety issues within the home and we noted that any issues that were identified had been resolved promptly. A complaints policy and procedure was readily available. Regular visits by the RI were used to check the overall quality of support people experienced. This illustrates that people can expect to receive care from a service committed to continuous improvement.

People can enjoy being cared for by motivated care workers who want to make a positive difference to people's lives. People can be confident that there is a sufficient level of staffing. During our visit we saw that there were enough care workers on duty to provide people with the support they needed when they needed it. We observed that care workers were unhurried when carrying out their duties and took time to talk with people as they did so. People enjoyed being cared for by motivated care workers. Staff we spoke with reported they enjoyed their jobs and found them rewarding. We looked at the supervision records, which confirmed that care staff had regular 1:1 meetings with the manager. Care staff we spoke with told us "*I like it here*", "*managers are approachable*" and "*staff all get on*". An examination of recruitment procedures confirmed that staff members had been subject to Disclosure and Barring Service (DBS) checks prior to commencing employment. A staff handbook was available but it required a review. The staff training matrix we examined did not confirm that care workers had either undertaken or had planned training relevant to the needs of the people living in the home. We notified the provider that they were not meeting legal requirements. A notice has not been issued on this occasion, as there was no immediate or significant impact for people using the service. We expect the

registered person to take action to rectify this and it will be followed up at the next inspection. Before the completion of this report CIW were informed of a series of trainings that had been booked. We found that staff are well led, supported but not suitably trained.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

This was the first inspection under the Registration and Inspection of Social Care (Wales) Act 2016 (RISCA).

5.2 Areas of non compliance identified at this inspection where non-compliance notices were not issued

- Regulation 36(2)(d) – This is because the registered persons had failed to ensure that all staff had undertaken all mandatory and specialist training.

We have not issued a non-compliance notice on this occasion as we did not identify any significant impact to residents and the manager informed us that she had booked some training and contacted the local authority to access their training. This will be followed up at our next inspection.

5.2 Recommendations for improvement

We made the following recommendations:

- PEEPs to be reviewed.
- The service provider considers Welsh Government's 'More Than Just Words follow on strategic guidance for Welsh language in social care'.
- Staff handbook to be reviewed.

6. How we undertook this inspection

This was a full, unannounced inspection undertaken as part of our inspection programme. We carried out the inspection on 1 May 2019.

The following methods were used:

- We spoke with three people living at the home and two relatives;
- We spoke with the manager, deputy manager, responsible individual and care workers:
 - We looked at the statement of purpose;
 - We were shown around the home and garden;
 - We looked at two care staff files (including supervision, recruitment & induction records);
 - We looked at two files of people living at the home (including care/ support plans, risk assessment documents and medication administration charts);
 - We looked at maintenance records, and safety certificates and
 - We looked at a sample of policies and procedures.

Further information about what we do can be found on our website:

www.careinspectorate.wales

About the service

Type of care provided	Care Home Service
Service Provider	Liberty Placements Ltd
Manager	
Registered maximum number of places	6
Date of previous Care Inspectorate Wales inspection	Inspection under Care Standards Act 17 and 18 July 2018
Dates of this Inspection visit	01/05/2019
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	NO
Additional Information:	

Date Published 26 June 2019