

**CAERPHILLY COUNTY BOROUGH COUNCIL**  
**DIRECTORATE OF SOCIAL SERVICES**

**COMMISSIONING TEAM (ADULTS)**

**CONTRACT MONITORING REPORT**

Name of Provider: Care Management Group (CMG)

Name & Address of Service: Cwm Hyfryd  
48 Severn Road  
The Bryn  
Pontllanfraith  
Blackwood  
NP12 2GA  
  
Tel: 01495 227703

Date of Visits: 13<sup>th</sup> March, 27<sup>th</sup> March & 29<sup>th</sup> April 2019

Visiting Officer(s): Diane Davies, Commissioning (CCBC)

Present: Wayne Bishop – Senior Support Worker  
Keith Owen – Registered Manager

**1 Background**

Cwm Hyfryd is a five bed detached bungalow situated in a quiet residential area in Pontllanfraith. It is owned and run by the Care Management Group, a registered provider within the County Borough of Caerphilly.

At the time of the visit there were 4 male residents residing at the property, one funded by Caerphilly and 3 from other local authorities with plans for another male resident to move in.

Over the course of the visits, the monitoring officer was able to view a number of files, processes, procedures and documentation, meet with the house manager, the senior, some members of staff and all residents.

Dependant on the findings within the report, corrective and developmental actions will be given to the provider to complete. Corrective actions are those which must be completed (as governed by legislation), and

developmental actions are good practice recommendations.

## **2 Previous Recommendations**

### **2.1 Corrective Actions**

None

### **2.2 Developmental Actions**

Consider undertaking some maintenance to the conservatory.

met

New blinds have been fitted in the conservatory and the House Manager is currently in the process of purchasing a suitable UV window film for the roof to reduce heat and glare.

## **3 Findings from Visit**

### **Documentation**

All personal files for staff and residents are stored securely in a locked cabinet in the manager's office. Four files were viewed and all contained an index and dividers which provided easy access to locate the documentation required.

There were a number of files holding all policies and procedures and these had been reviewed in 2018 with future review dates stipulated. All documents were accessible for staff to view.

All documentation was clearly compiled and the personal profile and missing persons profile held a current photograph of the resident. The personal plan was outcome focussed and held information that provided a good overview of the individual and their day time and night time needs together with their likes and dislikes.

The Service User guide was user friendly, easy read with large print and supporting pictures and this evidenced that CMG produces information in different formats as required.

All policies and procedures and all documentation viewed was accompanied by read and sign sheets with staff signatures present throughout the files to confirm their acknowledgement.

There were many risk assessments in place which provided staff guidance in areas such as choking, behaviour, accessing the community, financial etc. and these were all up to date. There was a WARRN viewed on one file from

2016, however, a review date had been arranged.

Professionals are involved as required and evidence of many visits, appointments and referrals being made to Social Workers, OT, consultants etc. were seen on file.

### Approach to Care

The provider is outcome focussed and will promote residents' independence by providing active support to encourage individuals to participate in as many aspects of their daily life as possible.

Throughout the visits, residents were observed being supported by staff members and it was pleasing to see one gentleman in the kitchen making a drink. Photographs of one resident enjoying preparing breakfast and undertaking chores in their bedroom were also viewed.

During each visit a person centred approach was being applied for each resident with different methods of communication being used i.e. verbal, hand signs and objects of reference. It was apparent that staff and residents were familiar and comfortable in each others company.

Cwm Hyfryd support residents and families with maintaining their relationships and family members are always welcomed and will regularly visit residents.

It was clear to see that residents enjoy a number of activities both inside and outside of the home such as going out in the car, walking, the local pub and trips to the theatre as well as attending church.

Cwm Hyfryd is fully aware of the Safeguarding legislation and CMG have an internal reporting process that is followed by all staff with referrals being made as advised by head office.

### Nutrition

Cwm Hyfryd promote healthy eating options to reduce the intake of additives such as preservatives, colours, sweeteners and salt etc. and will mainly purchase fresh produce to cook on a daily basis.

All residents in turn will accompany staff to the supermarket and participate with the weekly shop e.g. putting items into the shopping basket. Active

support is also provided to residents to involve them with preparing meals and making drinks etc.

Each resident is able to choose what they want to have for breakfast and tea on a daily basis however, main meals are prepared off a three week rolling menu plan which has been created based on residents' preferences with alternative options available to individual residents if required.

### Environment

The environment is spacious and immaculately presented throughout with photos of individual residents hanging on the wall in the lounge and hall way. All bedrooms were personalised and individually decorated with locks on the doors should they be required.

A sensory room has recently been introduced and this had been decorated and equipped for residents to relax, listen to music, play instruments etc. Work is also being undertaken to alter the bathroom to a wet room to accommodate all the residents' needs.

Grounds around the bungalow were clean and tidy and it was pleasing to see one resident enjoying the outside garden space.

### Staff Questions

The member of staff was fully aware of where residents' files together with care and support plans, personal plans and risk assessments are kept and informed that she is able to access them at any time. The staff member also informed that any updates to documents are noted in the communication book and staff must sign a signature sheet to confirm they have read and understood the contents.

The member of staff praised the house manager for his open door policy and informed that he engages well with the residents and staff throughout every day. She also added that the manager is very approachable and supportive.

The member of staff informed that she will support residents as much as possible to access the community as and when they desire and provided examples of activities such as theatre shows, fates, walking down to the local shop/pub as well supporting them to practice their religious beliefs and taking them to church. The member of staff also advised that residents also

benefit from, and thoroughly enjoy in house activities such as pamper sessions.

It was apparent that the member of staff was aware of all the residents and their needs and what is important to know about them. She informed that all residents are non verbal and provided good knowledge of individual needs and demonstrated the different ways to understand and communicate with each resident.

#### Recruitment, Training and Induction

Staff files contained the necessary paperwork and evidenced that a robust recruitment process had taken place with all required information such as application form, two references, job description, photo ID, up to date DBS, contract of employment, training certificates etc. available to view on file.

CMG currently provide an in-house induction to all staff and it was positive to see the newest member of staff being supported through the process.

CMG offer both mandatory and non mandatory training courses and these consist of e-learning and class room based face to face sessions. CMG provide the majority of training in-house but will use external companies for courses such as first aid. The training matrix was viewed and this evidenced that all staff are up to date with all mandatory training requirements and are supported to undertake training that is of personal interest.

An electronic system is used to record and store information on all training undertaken called 'fulfilling potential'. Staff members are responsible for ensuring that their training is up to date and they are able to access the site to request any training of interest. Should any mandatory training be overdue, the system will generate an email to managers.

#### Supervision and Appraisal

The supervision matrix was acknowledged and this evidenced that staff supervision is being held regularly along with annual appraisals. Supervision logs were also available to view on file.

#### Health and Fire Safety

A PEEP was viewed on file and this was due for review in June 2019 with the latest evacuation undertaken with staff and residents on 1<sup>st</sup> March 2019. All staff on shift had signed to confirm attendance.

Cwm Hyfryd staff discuss and complete a shift planner at the start of each shift and nominate staff for various responsibilities to ensure the daily duties such as recording medication, water temperatures, cash amounts etc. are carried out. Checklists for weekly and monthly monitoring are also in place.

#### Complaints and Compliments

Cwm Hyfryd has not received any complaints for a number of years.

#### Quality Assurance

CMG undertake an internal quality audit on each property at least three times throughout the year. The report dated 29<sup>th</sup> January 2019 was viewed and this evidenced outstanding practice.

The Annual Quality Review for 2018, provides data compiled from responses to questionnaires from staff, residents and stakeholders and this also concluded outstanding practice.

#### **4 Corrective / Developmental Actions**

##### **4.1 Corrective Actions**

None

##### **4.2 Developmental Actions**

Ensure agreements are drawn for taking and sharing resident's photographs and signatures are obtained to authorise use.

#### **5 Conclusion**

The visits were positive with a warm, welcoming and relaxed atmosphere acknowledged on each occasion with many good practices observed throughout. All staff displayed good interaction with residents and were helpful and supportive throughout.

N.B. This report will be made available via Caerphilly County Borough Council's Internet site. Hard copies of the report will also be made available to individuals and/or their families should they ask to see them.