

CAERPHILLY COUNTY BOROUGH COUNCIL
DIRECTORATE OF SOCIAL SERVICES

COMMISSIONING TEAM (ADULTS)

CONTRACT MONITORING REPORT

Residence: Luk Ros Residential Home

Name & Address of Provider: Homes of Excellence
5 River Terrace
Pengam
Blackwood
NP12 1XB

Date Of Visit: 6th & 11th September 2019

Visiting Officer(s): Diane Davies – Monitoring Officer

Present: Carmen Rice – Registered Manager

1 Background

Luk Ros is a Residential Home for individuals with Learning Disabilities which is owned and run by Homes of Excellence, who are a registered provider within Caerphilly borough.

The property is a four bedded bungalow, in a quiet residential area of Pengam. At the time of the visit there were four residents; three funded by CCBC, and one funded by a neighbouring local authority.

At the visits, the monitoring officer was able to meet all the residents, and some members of staff, examine paperwork and processes as well as viewing all areas of the home.

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

To ensure that all files are put away in a lockable cabinet.

Met

To ensure that all policies are updated and dates stipulated for planned reviews.

Partially met

- 2.2 Developmental Actions
 Consider recording information in the daily notes to show how residents are presenting, what tasks are being undertaken independently and how residents are being supported and encouraged to participate in tasks. **In progress**
- Consider developing a training matrix that captures and evidences all the courses attended by all staff members together with the dates undertaken and due in one document for ease of reference. **In progress**
- Consider rewriting risk assessments which were originally written several years ago, ensuring information is accurate and up to date. **Met**

Findings from Visit

- 3 Files and Documentation
 Files are kept in good order with an index on the main file which provides ease of reference to each section. Documentation such as pre admission assessments, terms and conditions of residency, life history, a day in the life of had been completed and all DoLs were viewed and up to date.
- Individual files for residents, staff and the home are stored in locked cabinets in the Manager's office.
- All policies and procedures have been updated to comply with the current legislation however, there were no completion dates stipulated.
- Daily recordings provided a detailed log of events that had taken place on each day, informing where the residents were going and what they were doing. However, they did not indicate how individuals were presenting or what tasks were being undertaken independently.
- There was evidence of good practice and thorough communication with relatives and professionals throughout the file, including sensitive areas such as DNR and funeral plans being addressed.
- There were a number of referrals that had been made to professionals such as chiropodist, OT, GP, physiotherapy, opticians and written logs of when residents are being supported to attend appointments.
- There were a number of charts to monitor bowel movement, fluid intake, peg feed etc. together with plans, procedures and guidelines.
- Hospital passports had been updated and these provided information on the individual's condition together with the requirements for personal care, feeding, keeping safe, sleeping etc. The passport also covered 'things important to me' and 'things I like / things I don't like' and 'planning for when I go home'.
- The service plans were of good standard and reflected the CCBC care plan. They were detailed and personalised indicating the residents' likes and dislikes, preferences and abilities. The service plans held information on areas such as hoisting, transferring, toileting, personal care etc. and

provided guidance on how each task should be undertaken.

Risk assessments were in place for various risks such as wandering, behaviour, accessing the community, cleaning teeth, sunburn etc.

Daily reports on all activity and any professional input are written and taken into consideration for any updates required to service plans and/or risk assessments and evidence of monthly reviews being undertaken were acknowledged.

All documentation viewed was accompanied by staff signature sheets.

4 Staffing and Training

Two staff files were viewed and both were in good order with all necessary documents present such as application form, two references, birth certificate, ID and current DBS. The manager informed that contracts are issued to employees after a 3 month probationary period, however, the contracts viewed had not been signed and dated by the company.

Homes of Excellence have developed their induction process to coincide with the All Wales Induction Framework and this was apparent on both files.

The home use classroom based training and access courses through CCBC Workforce Development team. The manager will attend all training to determine if it is suitable and ensure that it caters for both staff and residents' requirements and will observe staff undertaking their duties to ensure staff are competent.

The current method for managing training remains complex with some gaps identified in mandatory training and refresher training.

Staff receive supervision every 2 months and this is conducted on a one to one basis where individuals are encouraged to discuss any concerns or issues they may have. Annual appraisals were also acknowledged.

5 Approach to Care

The home operates a key worker system that take responsibility for ensuring items such as toiletries are always replaced when necessary. They assist residents to choose new clothing and other purchases.

Each individual has an activity planner to help organise their days throughout each week. Residents are supported to engage in a number of activities in the community such as going out for pub lunch, going shopping, day trips and out in the car etc. However, it was apparent that individuals also enjoy watching films, listening to music and undertaking activities in the home.

It was also positive to note that Homes of Excellence employ an activities co-ordinator to come into the home four times a week to provide activities such as arts and crafts, gardening and cooking as well as out in the

community. Sense Wales also provide three sessions a week covering music, drums, massage, story and sing.

I observed good communication and interaction between staff and residents with the residents engaging and responding positively to staff. They all appeared happy in their home environment and were either watching a DVD, listening to music or playing with sensory toys etc.

It was evident from discussions with the Manager that independence is promoted wherever possible and some examples of tasks that residents are able to do independently or with encouragement, supervision or support from staff were given e.g. breakfast preparation, making a drink etc.

Luk Ros is aware of the active offer and a Welsh speaking member of staff is introducing Welsh into the workplace by developing signs such as days of the week, welcome, goodbye etc. The member of staff is also supporting work colleagues to understand and pronounce words.

The home continue to have celebrations throughout the year such as barbeques, birthdays, Halloween, Christmas etc. and all staff and family members are welcome. Residents also go away on holidays once a year.

6 Nutrition

To help ensure that residents are eating a healthy diet, the staff will make a shopping list to include items such as fresh fruit, vegetables and fruit juice etc. The staff draw up a daily menu for main meals based on what the residents generally like to eat and will undertake the main food shop on a monthly basis.

The manager informed that that some of the residents like to be involved and will go to the local shops with staff to purchase the daily items required. The manager also advised that two of the residents will participate in food preparation and although there is a set daily menu residents are able to choose an alternative option.

The manager informed that staff are familiar with the residents needs and that should their needs change, they would seek professional advice to discuss any concerns and contact the GP if necessary.

7 Mobility Aids and Equipment

There are several aids and equipment in the home, including wheelchairs, a high-low bath, ceiling tracking and portable hoists. The Manager stated that foot plates and safety belts are fitted and wheelchairs are checked on a daily basis. There was also documentation confirming that equipment is serviced as recommended.

8 Complaints and Compliments

The home has not had any complaints recorded in a number of years however, Homes of Excellence has a robust complaints policy and procedure to follow if needed.

9 Home Environment

The bungalow is spacious and well presented throughout. The patio area was well maintained with creative and colourful planters on display with proposals for a summer house to be built in the garden.

The residents' bedrooms were individually decorated with pictures and items of choice on display. One bedroom had been decorated to accommodate the resident's sensory needs.

The home was clean and tidy throughout with a relaxed, comfortable feel.

10 Staff Questions

The member of staff took pleasure in discussing her role and advised that she has worked at Luk Ros for a number of years and continues to enjoy her job.

The member of staff advised that some of the residents are non verbal and she explained that being aware of each resident's needs as well as having good observation is necessary to determine how someone is feeling.

The member of staff informed that she is able to use her own initiative and work productively with all the residents and advised that she is able to work at the residents pace and ensure that they are receiving the full benefits of the tasks being undertaken.

The staff member provided examples of how she interacts with all residents and informed of the importance of spending quality time with them. She advised that she needs to be flexible in her role and will change activities to accommodate the residents' wishes.

The member of staff informed that she feels totally supported and is able to put her views forward and make suggestions to improve the quality of life for residents.

11 Quality Assurance

A quality assurance questionnaire is sent out to all stakeholders on a yearly basis and the quarterly monitoring reports were viewed which evidenced that the provider is regularly monitoring the general running of the home.

12 **Corrective / Developmental Actions**

12.1 Corrective Actions

Ensure all training is undertaken and recorded in a timely manner.

Reg 36, 59 & 78

Ensure that all policies are dated in accordance with completion.

Reg 12 & 79

Ensure all contracts are signed and dated by all parties.

Reg 35

12.2 Developmental Actions

Daily notes - consider including how individuals are interacting and presenting.

13 **Conclusion**

The home benefits from a small but stable staff team who demonstrated a good understanding of the service and the residents they support. Good rapport between staff and residents was observed as well as information evidencing staff communicating and working with professionals to meet individual's needs. Overall the visit was positive with examples of good practice seen.

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 prospective residents and/or their families should they ask to see them