



# Inspection Report on

**Station House Residential Care**

**Station House  
Station Road  
Holywell  
CH8 7EL**

## **Date Inspection Completed**

1 August 2022

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## About Station House Residential Care

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	DIANE ROBERTS
Registered places	8
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection of the service since it was re-registered under the Registration and Inspection of Social Care (Wales) Act 2016.
Does this service provide the Welsh Language active offer?	The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

### Summary

There is a strong sense of family in Station house as people have lived here and staff have worked here for many years. People interact positively and respectfully, allowing time for each other to express views and feel valued. It is clear people enjoy living here. The house is homely and comfortable, each person's room decorated to their personal taste in colours they have chosen.

Staff are safely recruited having been carefully vetted before employment; they are trained to carry out their role and follow policies and procedures for safe practices. Staff are employed in sufficient numbers to ensure people are supported to do what matters to them in the way they want.

Regular reviews of people's care needs together with routine health checks, helps ensure people are well cared for and health matters are swiftly attended to. People are supported to make and attend health appointments. Emotional well-being is also prioritised, and people enjoy a variety of activities inside and outside the home.

The provider of the service has a good insight about how it is operating as she is also the manager and present daily. People interact with ease and are relaxed in the company of staff and management. They are fully involved in what happens at the home, their views regularly canvassed on matters important to them.

## Well-being

People have choice and control regarding the care and support they receive at the home. They choose how to spend their day and carry out their daily routines. People's preferences and dislikes are carefully recorded in a person-centred plan, 'all about me' and their wishes are accommodated. People carry out their day doing what they want with their friends; they are encouraged to be responsible and independent, socialise with friends and family and develop relationships with others. Local facilities, places of interest and shops are utilised, so people feel part of their community. People are treated with respect, their opinions valued and individual circumstances considered.

People's physical, mental, and emotional well-being is looked after by trained staff who support people to attend health appointments and seek advice on their rights such as for benefits, travel passes and access to local facilities. People's care and support needs are reviewed every three months by senior staff so that any changes can be quickly identified. These reviews together with regular health checks ensure people get the right care and support as early as possible.

People are protected against poor practices, abuse and neglect as staff are trained in the subject of safeguarding and there are policies in place to guide them. The manager ensures there are plenty of opportunities for one-to-one discussion with staff and with residents and there are monthly meetings for all to attend and raise issues. Records and meeting minutes show issues are fed back and communication is prompt.

Personal development features as a strong element of the care and support provided. People are encouraged to be confident in their abilities, using their skills to interact with others and create opportunities for productive social engagement such as singing and sign language groups. People with talent for gardening are involved in growing vegetables, others who enjoy shopping are involved in the weekly food shop for the home. People feel valued and are able to do the things that matter to them.

The accommodation is designed to be comfortable and homely; photos of celebrations show people get along well and enjoy each other's company. Large comfortable sofas and reclining chairs in the large lounge, a smaller space for quiet time and a separate dining room provide adequate space for everyone to carry out their day where they want to. Outdoor space allows for recreational activities, gardening and looking after pets. There is a sense of this being a family home and people enjoy living here.

## Care and Support

People have the quality of care and support they need as their personal plans are completed in consultation; they are frequently reviewed for accuracy and people's wishes, preferences, physical, mental and emotional needs are fully considered. We saw risk assessments ensure people can carry out their day as they wish and with independence, their skills and strengths respected and encouraged. People shared their experiences with us, excited to talk about events they have attended. People were going for a picnic on the day of our visit, they had visited historic buildings recently. One person enjoys shopping for her own clothes, drawing up lists for the week's food shopping and assisting with fetching this from the shops. People participate in gardening and domestic chores that promote independence and a sense of responsibility.

A personal profile section of the planning documentation offers a personal account of people's history, their interests and what is important to them. Each person has activities plans which outlines the various ways they occupy themselves in any week and this evidences choice. Most people have lived in the home for many years and feel part of a family. There are photographs of celebrations and events attended with people having dressed in glamorous evening wear. Relationships with people outside the home are supported and people socialise with their peers at day centres and discos.

We saw bilingual signage around the home and although there are no current Welsh speaking residents, the home does have access to a Welsh speaking staff should the need arise. Monthly resident's meetings solicit people's views of the service and in particular the food options and activities. We spoke with people who said of the home '*it is fantastic*'; the staff are fantastic, and they love living here. We saw how people spoke with ease and were relaxed around staff, freely expressing their views. Positive, respectful interaction was observed.

People's physical, mental, and emotional well-being is looked after by care staff who seek professional advice when required. We saw records of appointments with health professionals, dentists, and G.P's. People are able to follow their interests; one person is being supported to set up a music group where others will learn to sing with sign language. Nutritional intake is recorded, and people's weight is monitored to help ensure swift identification of any issues.

The service promotes practices to manage the risk of infection. Measures are taken to reduce the risk of Coronavirus with visitors required to show results of lateral flow test and temperatures taken. We saw hand sanitisers around the home available for use.

## Environment

The service provides care and support in an environment with sufficient space for people to move around freely and make choices about where they want to spend their day. Two homely lounges provide a quiet space and one for socialising, with comfortable sofas and armchairs, lots of natural light and a homely fireplace. In the small quiet lounge, there is a large user-friendly computer tablet which people use to keep in touch with others, play games and watch their favourite films. A dining room affords sufficient tables and chairs for everyone to eat together if they wish. All the rooms are decorated in a homely, comfortable way promoting a sense of family and belonging with photos and mementos of mutual interest. The lounges have recently been decorated; all bedrooms are clean and tidy and personalised, and people told us they chose their favourite colours. Furniture is in good order and the manager has ongoing plans for further improvements such as replacing carpets and flooring in the lounge and dining room. There is a modern clean kitchen where people can help to prepare food, and ample bathroom and toilet facilities.

The large gardens allow people to help look after pets and animals. There is a family dog; there are several bird tables and people can sit in the garden and watch birds feed. There are vegetable plots where people are growing produce including pumpkins ready for the Autumn celebrations. A shed has been made into a small gym for people to make use of. The whole environment makes for a very homely place to live.

A maintenance person is employed for decorating and repairs and a log is kept of work to be done and that which has been actioned. We saw records to evidence maintenance and safety checks are completed for water, fire equipment, the boiler, electrical appliances and electricity installation. Staff have received training to enhance safety such as fire safety, first aid, food hygiene, health and safety and moving and handling. The service provider has measures in place to identify and mitigate risks and maintain important facilities and equipment. We saw risk assessments for the home and individuals. Incidents of falls are monitored and evaluated to identify themes and make risk management more effective.

People told us they are happy and safe here; they are relaxed and clearly see it as their home.

## Leadership and Management

The provider has governance arrangements in place to help ensure the service is effective and they retain good oversight. The manager carries out audits of the premises and of systems and practices to check ensure the service is safe and always improving. We saw check lists which had identified areas for improvement and some of these have been actioned. We saw policies and records to confirm audits of various aspects of the operation routinely take place. The provider is also the manager and is present daily in the home. Satisfaction surveys have been used to solicit the views of staff, residents and families; conclusions are drawn from this on what needs to be improved. A 'Quality of Care' review was last carried out in February 2022. The provider plans to improve the review report further so it will cover more areas in the future.

People living in the home are provided with information about the service and we saw this is also posted in the home for easy access. The statement of purpose is up to date and reflects the service provided and there is a service user guide to inform people of their rights. We spoke with people who had plans and daily routines they expect to be able to carry out with support. They have access to finance for shopping and following their own interests.

People are supported by safely recruited staff who are employed only after checks are carried out to ensure they are fit for the role; training is provided to ensure people have the expertise they need to carry out their responsibilities safely. There is good continuity of care as the same staff have worked at the home for many years. Rosters show people are employed in sufficient numbers to ensure people's needs are met in the way they prefer. Staff receive support from their manager, with regular opportunities to meet and discuss practice. We saw positive and open interaction during which people were encouraged to give their own responses and express their wishes. It is clear people are very familiar with the staff who support them and are at ease in their company.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

### Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

### Area(s) for Improvement

Regulation	Summary	Status
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N/A	No non-compliance of this type was identified at this inspection	N/A
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**Date Published 30/08/2022**