



Inspection Report on

College Fields

**413 Western Avenue
Cardiff
CF5 2BD**

Date Inspection Completed

08/06/2021

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About College Fields

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Accomplish group ltd
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the home's first inspection since registering with Care Inspectorate Wales (CIW) under the Regulation and Inspection of Social Care (Wales) Act (2016)
Does this service provide the Welsh Language active offer?	This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service

Summary

College Fields provides a comfortable and homely environment that is suitable for people's needs. The vision, values and purpose of the service are clear and actively implemented. People's potential and independence is maximised; People are supported to be as healthy and well as they can be by staff who are committed to ensuring people have choice and control over their lives. People are included in the planning and reviewing of their care needs. People's rights are upheld and their safety is promoted by a service that is well run.

People receive a good standard of care from care workers who are professional, well trained and motivated. People appear happy, content and occupied. Staff follow current guidance relating to coronavirus, this includes using the correct personal protective equipment to keep people safe. Staff treat people as individuals whose choices, likes and dislikes are considered. The home environment is safe, comfortable and fit for purpose.

Well-being

People have a positive sense of belonging and have developed meaningful relationships. Careful assessment is given to resident compatibility when accepting new admissions into the home. Consideration is given to staff skill mix and peoples current needs. Care documentation within the service is informative and up to date. Care plans are person centred, detailed and clear to follow. Care workers have a very good knowledge of people and are therefore able to notice any changes quickly and respond promptly.

People remain as healthy as they can be due to timely referrals to healthcare professionals and effective administration of medication. People living in the home told us they were very happy with the care provided at College Fields.

There is a clear management structure for the service. We received positive feedback from the staff we spoke with, who told us they feel valued and supported by the manager. There are effective systems for monitoring and auditing standards of support and the environment, overseen by the responsible individual (RI). The statement of purpose and service users guide are available to individuals or their representatives. Individuals can access independent advocacy services.

People are safe and protected from harm. We identified no hazards during the visit and the entrance and exits to the home are secure. The home is clean throughout and staff practice good infection control as required. Staff are confident in their use of personal protective equipment (PPE) and the home has a sufficient supply of PPE equipment in place. Measures include regular whole home testing and the use of lateral flow devices (LFD) for visitors to the home. Staff understand their safeguarding responsibilities and feel confident in raising concerns with the manager.

College Fields provides a comfortable and homely environment that is suitable for people's needs. People are supported in a safe environment and each person's confidentiality is respected. People benefit from accommodation that is well maintained and decorated. We observed modern, comfortable furniture that was suitable for those accommodated and visitors alike.

Care and Support

A wide range of views and information are considered, before admission, to ensure individual's needs are appropriately supported. Medical and health details are obtained from professionals and personal details from the individual and/or their relatives. Information is reviewed and a plan of care developed. This information is then shared with staff to ensure their awareness of the individual before they arrive at the home.

Care and support is provided in consultation with individuals or their relatives, considers their personal wishes and identifies risk and any specialist input needed. Personal plans identify how care and support is to be provided in order to meet the needs of the individual. The plans viewed detailed the support needed to manage physical and mental health needs. Reviews are completed monthly. Daily records were consistently completed.

People receive continuity of care from experienced care workers. The home has a small staff team and turnover is low. People are familiar with the care workers supporting them and the care workers know and understand people's care needs very well. We saw care workers are sensitive to people's moods and wishes and offered choice and adapted people's daily routines to suit individual's needs. All people spoken with were positive about the care workers and manager. One person told us *"they are great"*. Another person commented *'it's better than being in hospital, it's not like a care home. It's like living with other people, where the staff really care.'* Care workers are alert to people's changing needs and mood states are lifted by skilful staff interactions.

People are supported to manage their own behaviour and are supported after any incidents. In care documentation, we saw detailed risk assessments around behaviours of individuals, including trigger points and possible reactions, with examples and guidelines for care workers to follow to reassure and support the individual afterwards. Incidents are appropriately dealt with and are audited for patterns and trends analysis. Care records show people receive input from specialist services, such as the Community Mental Health Team. This shows that people have access to the medical and specialist services they need to promote their ongoing health and well-being.

People's health needs are supported and maintained as much as they can be. Care workers regularly checked people's welfare and demonstrated patience and genuine caring support. We viewed the medication administration process within the home. There was a medication policy for staff to follow to ensure safe administration of medication. The policy promotes working towards self-medication. This allows people to take responsibility for their own medication with supervision, monitoring and prompting from care workers. People's medication is kept in a locked locker in their own room. Regular medication audits are undertaken to ensure safe practices. The care workers' training matrix shows that all care workers are suitably trained in medication administration.

Environment

A personalised environment that is appropriate to individual need supports people to feel included, uplifted and valued. The home takes a person centred approach to find a balance between creating a warm, homely environment whilst maintaining personal safety. People had their own front door and bedroom key. Personal belongings were secure in the premises and their personal information was properly protected. Care records were kept in a locked cabinets, in locked offices to maintain people's confidentiality.

People live in an environment that is free from potential hazards. The service has systems in place that ensure the home and its facilities are safe. We looked at a range of documentation that relates to health and safety and the maintenance of the service. Maintenance records demonstrated that all equipment is suitably maintained and serviced. People told us they felt safe.

People can feel valued because they are supported in an environment that suits them. The premises is clean throughout. All bedrooms have their own ensuite which comprises of a shower, toilet and sink. Each person's room was personalised in keeping with the occupant's wishes; we saw clear evidence of people's hobbies and interests displayed in their rooms. We saw nice touches to welcome new people to the home such as new toiletries nicely displayed in a vacant bedroom. There was a communal bathroom on the first floor with a bath for anyone who preferred to bathe rather than shower. A large lounge area adjoining a dining area, and conservatory, enabled people to spend time together. There was a large communal kitchen. A quiet room was accessible for people to meet with care teams, family members or visitors. Outside, there was a good sized secure garden with a smoking shed for those who smoked to the rear of the property.

The service maintains good standards of hygiene and infection control. We found the home to be clean and hygienic throughout. We observed staff following the correct procedures in line with Public Health Wales (PHW) current guidelines such as wearing appropriate personal protective equipment (PPE) and washing their hands. The services infection control policy refers to safe measures in place during a pandemic and are clear for staff to follow. There are measures in place to ensure visitors entering the home are as far as possible Covid-19 free. Visitors are required to undertake a Lateral Flow Test, which must be negative. Their body temperature is also checked before allowing them entry into the building. The cleaning regimes maintain cleanliness and infection prevention.

Leadership and Management

People accommodated or accessing the home are clear about the service it sets out to provide. The vision, values and purpose of the service are clear and actively implemented. We read the Statement of Purpose and Service User guide. Both documents were easy to read and outline the service provision.

People live in a well-run home which aims to maximise their potential. Staff are valued, supported and given clear direction. Care workers are appropriately recruited, supervised and trained. Care workers are trained to meet the complex and diverse needs of people they care for. Care workers spoken with told us they felt their training enable them to do their job competently. A training matrix of completed training was seen. We spoke to care workers who were on duty. One said that they felt they have *“plenty of training”* and *“the manager is very approachable”*.

There are systems in place that monitor the quality of support people receive, together with an overall commitment to continuous improvement. The home's policies and procedures are readily available for staff to refer to; they were clear and sufficiently detailed. We looked at a selection of policies including: assessment and moving in; infection control; medication; whistleblowing and safeguarding. We saw that the safeguarding policy required updating to ensure it included guidance on how to refer to the Local Authority as Cardiff County Council have changed their referral form. Policies and procedures require regular review to ensure they are up to date and relate to local procedures. We expect the provider to take action to address this and we will follow this up at the next inspection. There are mechanisms in place to support the manager, which included frequent visits with the regional service manager and responsible individual. The manager conducts regular audits to monitor the day to day running of the home which contributes to a six monthly quality of care report. The report shows that the people using the service, are consulted about their experiences of the service.

We noted that there have been no complaints since the last inspection. The manager appropriately notifies relevant regulatory bodies and statutory agencies, when there are concerns and significant events, which might affect the well-being of individual's receiving care. We found the communication is effective, open and transparent.

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

None	
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Areas where improvement is required

The service provider must ensure that all policies and procedures in place are reviewed	Regulation 12(1)
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The area(s) identified above require improvement but we have not issued a priority action notice on this occasion. This is because there is no immediate or significant risk for people using the service. We expect the registered provider to take action to rectify this and we will follow this up at the next inspection.

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