



# Inspection Report on

**Mond Court Apartments**

**Swansea**

## **Date Inspection Completed**

21<sup>st</sup> June 2022

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## About Mond Court Apartments

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	<a href="#">29<sup>th</sup> January 2020</a>
Does this service provide the Welsh Language active offer?	No. 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

There is good governance and oversight of the service. All care workers told us they receive regular formal and informal support. People are well supported and cared for by dedicated, committed and well trained care workers and a supportive management team. All feedback gathered as part of the inspection was very positive about the culture in the service and people informed us, they are happy and feel safe. There are good processes in place to maximise people's engagement in support planning and skills development. We saw people have made clear progress in relation to outcomes detailed in support planning documentation. Staffing levels are appropriate and align with people's needs and outcomes.

The environment is well maintained, clean and in accordance with the objectives detailed in the statement of purpose (SOP). The service structure promotes independent living and outcome focused care and support. Safety checks and service schedules are completed in-line with current requirements. There are good infection control and Covid 19 preventative measures in operation. There are robust recruitment checks in place and care workers receive a thorough induction and training to perform their roles competently.

### Well-being

People are treated with dignity and respect. We saw positive interaction between care workers and people throughout the inspection. People informed us they enjoy living in the service and that they are consulted about their support needs. People gave us consistently positive feedback about care workers and managers during the inspection. People are supported to maintain and develop skills. People told us they complete a wide range of independent living tasks such as cooking, cleaning and laundry with support as needed. People access their local community in line with risk and support plans. We spoke to care workers and viewed staffing rotas, all confirmed there are good staffing levels currently ensuring people's needs are fully met. The manager told us new staff have been recruited recently to fill vacant posts and the staff team will shortly be up to full numbers.

There is good oversight of the quality of care provision from managers and the responsible individual (RI). The RI completes regular visits to the service. Care workers and people told us communication with the manager is good and issues reported are acted on promptly and appropriately. Personal plans are clear, informative and detailed, they are outcome focused and relate well to care staff recordings and risk planning. The service also uses specific assessment tools to measure progress in relation to mental health and recovery. We saw people are making good progress and are benefitting from living in the service. Some people told us they feel ready to move on to more independent living given the progress they have made. Care workers and managers receive a wide range of appropriate training to ensure they are fully able to meet people's needs and outcomes. Some care workers told us they would benefit from more external taught training in areas such as personality disorder. Care workers also receive regular planned supervisions and appraisals.

The environment is well maintained, safe and provided in accordance with the objectives defined in the statement of purpose (SOP). People benefit from a service that promotes and supports independent living. The environment is well suited to this being made up of six self-contained apartments along with communal areas for people to socialise and relax. The provider has invested in the service and many updates have been completed since the last inspection. People are safe and routines such as fire checks, gas and electric safety certificates were viewed on inspection. Administration and storage procedures for medication are safe, appropriate and in line with guidance. People are protected from neglect and abuse as care workers know what to look out for and how to raise concerns. Care workers are trained in safeguarding and there are clear and regularly reviewed procedures and risk plans to guide them. Care is provided in accordance with protocols covering capacity and restriction of freedom.

## Care and Support

The provider has current and up to date plans for how care is provided in order to meet people's support needs. We completed an audit of two individuals' support files. Personal support plans demonstrate what matters to the person and how best to support them to achieve their identified goals. Detailed risk assessments are in place to correspond with people's support plans including specialist assessment and monitoring tools in relation to their mental health. People's ability to be involved in care planning is considered and the appropriate legal measures are in place to safeguard them. Recording of support given is detailed and evidences that's peoples identified needs are monitored and reviewed where necessary. There are detailed health records and associated actions documented. We also saw regular planned reviews which include consultation with people on progress being made. We saw clear progress is being made by people against outcomes detailed in support plans such as independent living skills and participation. We saw people participating in household tasks and visiting the local community during the inspection visit. Several people told us they are hoping to move on to more independent living in the future. We spoke to people living in the service who all told us they are happy, settled and generally get on well with staff. One person told us *"living here has really helped me with my previous issues and I am now far better and more settled"*.

People live in a home that provides appropriate numbers of knowledgeable, competent and skilled care workers. Care workers confirmed staffing levels are appropriate and targeted to the needs of individuals living in the service. The manager told us new care workers have recently been recruited and they know the service well having previously worked as agency staff. We saw all care workers receive core training mainly provided online. The manager told us taught subjects are being reintroduced following the pandemic in areas such as first aid and behavioural management. Some care workers told us they would benefit from more targeted clinical training around mental health such as personality disorders.

There are safe systems in place for the management of medication and people's health is promoted by good practice. We saw medication is stored securely in a locked room. Records of daily temperature checks were seen to ensure safe storage of medication. Medication Administration Records (MAR) are completed appropriately with signatures of care workers present. There are good processes in place for the ordering and auditing of medication in the service which minimises the risk of error. Staff assisting people with medication are trained and deemed competent to do so. Many care workers in the service have been in post a number of years and know people well. This enables them to identify any health deterioration quickly and to seek support when needed.

## Environment

The provider ensures people's care and support is provided in a location and environment with facilities that promote people's well-being and safety. The service consists of a large,

detached building with six self-contained flats and spacious communal internal and external areas. We viewed three of the flats and found them to be well maintained, personalised and homely. Since the last inspection, the communal kitchen has been completely updated and refurbished. The area was seen to be clean and hygienic. There is a large living/dining area where we saw people relaxing. There is a separate living room which we were informed people use as a quiet area. The manager told us all internal communal areas have recently been re-decorated. We were told people are fully involved in relation to household activities such as cleaning and clothes washing. There is a separate locked laundry room and locked storage cupboard for the safe storage of control of substances harmful to health products (CoSHH). We were told by the RI the existing water boilers have recently been replaced. Parking is available to the front of the building. We looked around the service and found communal areas homely, clean, comfortable and well maintained. There is a secure office area where files are stored appropriately. To the outside of the property is a large garden area with smoking shed and extensive lawned areas.

We saw mandatory fire safety checks take place routinely and certificates for gas, fire detectors, fire extinguishers, electricity and electrical equipment are all up to date. Monthly external contractor water temperature checks are taken and documented. Personal emergency evacuation plans (PEEP's) are in place for people. We were told the service is not routinely inspected by the Food Standards Agency because people have their own self-contained flats. We saw fridge temperatures are taken regularly and documented appropriately and all areas viewed appeared very clean and well maintained. Also there are facilities such as coloured chopping boards and mops/buckets to promote good food hygiene procedures.

## **Leadership and Management**

People are supported by a dedicated team who have been recruited safely and are well supported in their roles. Many of the care workers along with the manager have worked in the service for years and are very familiar with the needs of the people being supported.

We looked at two staff personnel files and saw appropriate pre-employment and recruitment checks are in place. References and up to date Disclosure and Barring Service (DBS) checks are on file. The manager told us they are working through care worker registration with Social Care Wales (SCW). The training matrix was seen and we found nearly all mandatory training requirements of the provider are up to date. Most training is facilitated online and includes infection control, safeguarding, health and safety, fire awareness. Also specialist training including; mental health, personality disorder and positive behavioural support. Care workers spoken with confirm they attend safeguarding training and understand their responsibility in relation to this. The manager told us some taught training has recently been re-introduced such as first aid and behavioural management. There are detailed and thorough safeguarding policies and procedures in place to guide care workers. We saw staff receive routine formal supervision and an annual appraisal. Care workers spoken with are complimentary of the training and support they receive. Comments include; *“we have a very good staff team at Mond Court and it’s a pleasure to come to work”*. Also; *“very well supported. Manager is great and really supportive. Good team here we work really well together”*.

The provider has arrangements in place for the effective governance and oversight of the service through ongoing quality assurance processes. We saw the recent bi-annual quality of care report. The report includes feedback from people and staff in the service. The report indicates what the service is doing well and includes further improvements for the future. We saw the RI is in regular contact with the service. We saw policies and procedures have been reviewed and where necessary updated. The service’s SOP has been reviewed and accurately reflects the service. There is a detailed and clear guide to the service for people and relatives. All policies and procedures are available in the Welsh language as requested. Care workers told us staffing levels are good and the manager stated there will shortly be a full permanent care team in place. The appropriate agencies including Care Inspectorate Wales (CIW) are notified where necessary of any significant issues affecting people or the service. The manager told us the service is really settled and there are no current concerns or complaints.

### 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
N/A	No non-compliance of this type was identified at this inspection	N/A



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