



# Inspection Report on

**Princes Court**

**Cardiff**

## **Date Inspection Completed**

19/07/2023

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## About Princes Court

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Accomplish group ltd
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	29 April 2021
Does this service promote Welsh language and culture?	The service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

### Summary

People receive good care and support at Princes Court. People are supported with person centred quality care to live happy, healthy and increasingly independent lives. People are encouraged to make daily choices in how they live their lives and do things that are important to them: this includes following hobbies and interests. People are invited to contribute to their care planning and review process, to enable them to have a voice about how their support is provided.

The staff team want to make a positive difference to people's lives. Employees feel well supported by senior staff and complete all training relevant to their roles. There is effective monitoring of the quality-of-care people receive from the Responsible Individual (RI).

The environment is clean, safe, secure and supports people to meet their needs. We saw people settled and at ease in their home.

## Well-being

People are treated with dignity and respect. We saw people were well-settled in their environment, receiving warm and caring support. People told us they like living at the service. Choices are available to people in all aspects of day-to-day life, so people always have as much control over their lives as is possible. People's views and wishes are actively and regularly sought.

People are encouraged to improve their wellbeing and become more independent through planning and engaging in activities, daily tasks and accessing work opportunities. We saw several good examples of person-centred support, helping people achieve their goals. People are supported to learn new skills, access social opportunities and to participate within their own cultural community. Care workers enjoy contributing to making improvements in people's lives and are proud of people's achievements.

People's physical and mental health and emotional well-being are promoted. Very detailed personal plans and risk assessments are in place to inform care workers how each person wishes to be supported, as well as what care staff must do to enable people to stay well.

People are protected from harm but are also encouraged to take risks, in a safe and managed way. The service works with external health professionals to refer any concerns and follows appropriate guidance. We saw evidence of correspondence with professionals, with personal plans reflecting the direction given. Policies and procedures are in place to help protect people from harm or abuse.

The home's statement of purpose accurately describes what the service provides and is readily available to people and relatives. People also have access to external advocacy services for independent support if required.

People benefit from a sense of community and cultural identity within the service. The service values the uniqueness of people, and individual circumstances. The home is working towards providing the Active Offer of the Welsh language: this means being proactive in providing a service in Welsh without people having to ask for it. A word of the day is displayed in Welsh alongside two other languages to facilitate people and care workers learning. Care workers make use of a 'duoling' app to facilitate and increase their own linguistic abilities to speak with people using the service in their first language. This celebrates people's individuality and sense of self.

## Care and Support

Careful consideration to compatibility is considered before a person moves into the home. Extensive preparation work is completed to ensure people receive the right care and support from the start. We saw great efforts are made to gather as much information as possible from the person themselves as to what support they would like to receive and what outcomes they would like to achieve. Further information is collated from families, and professionals who know them.

People have detailed and up to date personal plans and risk assessments which are reviewed regularly, which people are involved in. Personal plans are individualised, and outcome focused. Reviews consider whether people's personal outcomes and progress to independence are being met. Daily recordings and supplementary monitoring charts are in place, giving important information about people's progress and identifying changes in care needs. The service gets the right support for people at the right time.

A small team of highly motivated and committed care workers are employed at the service, which allows people to develop strong relationships with care staff. People have developed effective relationships with care workers. We saw warm and positive care and interactions. Care workers are compassionate, respectful, and support people to achieve their goals. They have good rapport and professional relationships and interact with people in positive ways.

People are as safe and healthy as possible, attending appointments and accessing healthcare support. We viewed evidence of appropriate and timely referrals to health professionals and partner agencies, with recommendations and direction acted upon by the service. People are protected as care staff know their needs, know what to look out for and how to raise concerns if they suspect someone's well-being is compromised.

## Environment

People live in an environment that supports them to meet their needs. Princes Court is a three-storey converted house, located in Cardiff. The home is clean, well-maintained, and well-situated, allowing easy access to the local community. The home is secure from unauthorised visitors, who must sign on entry. Bedrooms are comfortable, of a good size and personalised to people's individual tastes. Communal areas include two lounges and an open plan kitchen dining area, where people can choose to spend their time and have meals. We saw refurbishments since the last inspection, with bathrooms and bedrooms being re-decorated and refurbished. This helps improve the environment and well-being of the people using these rooms. We were told of upcoming refurbishment plans to help further develop the environment. An enclosed safe patio area is available to the back of the house, which people can make use of. One person recently had a family barbeque to celebrate their birthday.

The service takes measures to maintain the safety of the environment. There are clear infection control procedures are in place. Substances hazardous to health are locked in cupboards, in line with Control of Substances Hazardous to Health (COSHH) regulations. There were no obvious trip hazards. Care records and medication is securely stored. Maintenance records confirm the routine testing of most utilities. The auditing and servicing of equipment is up to date and fire safety tests and drills are completed. Personal emergency evacuation plans enable staff to understand the level of support people require in the event of an emergency and are easily accessible.

## Leadership and Management

People can access information about the service. The statement of purpose accurately describes the service provided. There is a service user guide available. This enables people to make an informed decision regarding using the service. There are clear arrangements in place to oversee the smooth running of the service, which contributes to people's ability to achieve their personal outcomes.

Care staff told us they enjoy their work, and they all feel valued and supported by management. The provider ensures there are plenty of knowledgeable and skilled care workers to provide the right support for people. Staff feel the training opportunities available to them are suitable and training records show staff receive training which is relevant to their roles. Staff receive regular one-to-one supervision sessions with a manager and an annual appraisal. All the required pre-employment suitability checks are completed before new members of staff start to work at the service. There is good staff retention in the home and it is clear people know and trust the staff team very well.

People can be assured robust processes are in place to consistently monitor, review and improve the quality of the service provided. There are structured and thorough arrangements in place to continually monitor the quality of the service to ensure people are achieving their desired outcomes. There is a drive at management level to consistently improve and develop the service provided. The RI visits the setting on a regular basis, to assess how the service is being delivered. The RI summarises all aspects of the service in regular three-monthly visits and produces six-monthly quality reports which record all feedback and identify planned improvements for the home.

The provider takes appropriate steps to safeguard people. There are systems in place to help protect people from abuse and harm. Training ensures care staff are sufficiently skilled. Policies and procedures support good practice and can assist staff to report a safeguarding concern or 'whistle blow', should this be needed. Care staff feel confident if they raised an issue with the manager, it would be responded to. The service ensures staff are fit to work at the service, and supervision and appraisals support continued development. Incidents and accidents are logged, and appropriate actions taken by the service. Ongoing quality assurance audits ensure systems remain effective and improvements are identified and addressed. The service acts in an open and transparent way.

### 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
58	The service provider must have a policy and procedures in place in relation to the safe storage and administration of medicines and must ensure that the service is provided in accordance with this policy and these procedures.	Achieved
44	The service provider must ensure that the premises are suitable for individual needs and well maintained.	Achieved
16	The service provider must ensure the personal plan is kept under review and is amended and developed to reflect changes in the individual's care and support needs and personal outcomes.	Achieved
59	Records are stored securely in line with legislative requirements.	Achieved

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