



# Inspection Report on

**Rosewood**

**Swansea**

## **Date Inspection Completed**

14/02/2023

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## About Rosewood

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Accomplish group ltd
Registered places	4
Language of the service	English
Previous Care Inspectorate Wales inspection	12 July 2021
Does this service provide the Welsh Language active offer?	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

Rosewood has a relaxed, homely atmosphere that puts people at ease. People are content in their home where their individuality is recognised and respected. Care workers have good knowledge and understanding of people's needs and are committed to helping them achieve their goals. People have good relationships with others and are supported to do things they enjoy. They experience warmth and kindness from friendly, professional staff. The service upholds people's rights and promotes their health and well-being.

People can identify with and take comfort from their surroundings. Private and communal rooms have some personal touches and are kept clean, tidy and free from hazards. However, poor ventilation and damaged furniture within the laundry room are compromising standards of infection control and must be addressed. People can safely access outdoor areas. Some environmental upgrades have been made and further improvements are planned. Better communication between the home and its property department is needed to ensure utilities are appropriately maintained and safe for use.

The provider has merged with another company since the last inspection. Key documents are therefore being reviewed and updated to reflect the provider's new values and changes to personnel. The home has a new responsible individual (RI) who assesses standards and drives improvement. There is an ongoing recruitment drive to expand the staff team. The service recruits staff safely and ensures they are appropriately trained to carry out their roles. Care workers feel well supported by managers, who are approachable and responsive to feedback.

## Well-being

Care workers support people to have as much control over their day to day lives as possible. They use various communication methods to help people understand information and make decisions for themselves. People and their representatives are involved in developing and reviewing personal plans. They set their own goals and regularly monitor their progress. Care workers promote people's rights and treat people with dignity and respect. People are supported to increase their independence. Their views are sought during care planning and quality assurance processes.

The service supports people to follow their own interests and maintain a healthy lifestyle. People receive appropriate support with their medication, which is managed safely. They are also encouraged to maintain a suitable diet. Care workers follow advice from professionals and ensure people have access to the medical and specialist services they need. People have good interactions with care workers, who know how best to support them. The home has many leisure items that people enjoy using. People have opportunities to spend time in the community and take part in various activities. They are supported to keep in touch with family and friends.

The service has systems in place to help protect people from harm. Staff go through a robust recruitment process and are trained to deliver safe, appropriate care. Staff can access policies easily and understand how to follow safeguarding and whistle blowing procedures. Managers are open and responsive to feedback from others. The service deals with accidents and incidents appropriately. Standards at the service are monitored through internal audits. The RI oversees the running of the home to ensure people consistently receive a good standard of care.

The home has the facilities to meet people's needs. It is generally well decorated and furnished throughout. Upgrades to the kitchen, conservatory and garden are planned. The home is personalised and suitably adapted. People can safely access indoor and outdoor areas. There are suitable systems in place to ensure the home and its facilities are regularly serviced and inspected. However, better communication is needed to ensure any necessary repairs are carried out promptly. The home is clean and tidy, although standards of hygiene and infection control need improving in the laundry room. This room should also be reorganised so people can be supported to use the equipment safely.

## Care and Support

The service recognises and caters for people's individual needs and wishes. People's health and social care needs are identified within risk assessments and personal plans, along with the outcomes they would like to achieve from their care and support. People have monthly meetings with their key workers, during which they can review the progress they have made. Care workers use different communication methods to involve people and their representatives in reviews. People have achieved goals that have enhanced their well-being. For example, they have increased their level of communication and improved their sleeping and eating patterns. Care workers use their communication skills to help people make daily choices. We saw care workers upholding people's dignity and providing clear support and direction when assisting people with personal care.

Care workers support people to follow their interests and develop their skills. Personal plans identify people's interests and preferred routines. People told us they enjoy going out for walks, visiting nearby restaurants, and going for drives in the home's car. One person proudly showed us a memory book containing photographs of a recent trip they had enjoyed. They also told us about their plans for a future holiday. Care workers support people with grocery shopping and encourage them to choose items for themselves. People also assist with household tasks, such as tidying up after themselves and cleaning their own rooms. People enjoy positive interactions with care workers, who encourage them to vocalise their feelings, wishes and known phrases. People sang along to songs with care workers and engaged in individual activities, such as completing puzzles and using building blocks.

The service promotes people's health and welfare. Records show that medical and specialist services are involved in people's care and care workers support people to attend their health appointments. Personal plans take account of people's particular health needs and how they might impact on their daily lives. People are supported to maintain a suitable, varied diet. The home's weekly menu includes hot and cold meals that are balanced and nutritious. People's weight and nutritional intake is monitored, in line with their personal plans. Incidents and accidents are recorded and dealt with appropriately. The service follows Deprivation of Liberty Safeguards (DoLS) procedures to ensure any restrictions are lawful and made in people's best interests. The service upholds people's rights by meeting the conditions attached to any restrictions.

Medicines are managed in a safe way. We found medicines to be stored securely within people's own rooms. Records confirm that people consistently receive their prescribed medication. Care workers carry out frequent stock checks to make sure medication counts are correct. This allows any potential errors to be investigated quickly. Care workers ensure medicines are stored at suitable temperatures by carrying out daily temperature checks of storage areas. People's medication is reviewed by medical professionals. There are

protocols in place for the administration of 'as required' medicines, which are used very infrequently. The service has enhanced its training in relation to medication administration. Records show that care workers complete training and have their competency assessed before administering medication. The service has a clear, accessible medication policy to support safe practice.

## Environment

People are accommodated in rooms that are personalised and adapted according to their needs and interests. If desired, people are supported to move to an alternative, vacant room if it is deemed suitable for them. People are encouraged to choose their own furniture and furnishings. They have also been consulted about the design and layout of a newly refurbished communal bathroom on the ground floor. We saw that people have the equipment they need to promote their health and safety. Rooms are thoughtfully designed for those with sensory needs. People can safely access the rear garden, which includes a decked area with patio furniture and a barbecue. The manager told us of plans to develop the outdoor space further, so it offers more sensory stimulation and is easier to maintain. The kitchen is due to be refurbished, which people use with support from care workers. We saw people relaxing in their private and communal rooms; these contain numerous items of interest to keep people occupied.

There are measures in place to help keep people safe. Care workers carry out identity checks and make sure a record is kept of those visiting the premises. We found the home to be tidy and free from hazards, allowing people to move around safely. Chemicals are stored securely, and people are unable to access hazardous areas without support. Window openings are restricted to help prevent falls from significant height. Staff request environmental works from the company's maintenance department, which they action according to priority. Records show that regular fire safety checks are carried out. Fire safety equipment and the oil boiler are routinely serviced, and electrical inspections are carried out within recommended timeframes. However, records show there was a lengthy delay in urgent electrical works being completed following an inspection, which compromised people's safety during this time. Better communication between the home and its property department is needed to prevent similar delays happening again. This is an area for improvement, and we expect the provider to take action. The RI assured us a new process for logging environmental checks has been implemented that will allow the manager to track the progress of any works. This will be reviewed at the next inspection.

People live in a well-presented home. Care workers promote independence by supporting people to carry out household tasks. The private and communal rooms we viewed were clean and tidy. The home has an informative hygiene and infection control policy that staff can access easily. However, standards of hygiene within the laundry room need to be improved. Poor ventilation appears to have caused damage to some cabinets and we saw black mould spots on part of the wall and ceiling. The flooring is also stained and damaged and the work surfaces are not properly sealed. The manager confirmed that plans to refurbish this room were agreed following a health and safety audit in October 2022, although a timescale had not been given. The current layout of the room does not allow people to safely access and use the equipment. We expect the provider to take action to address these issues.





## Leadership and Management

People receive timely care and support. We saw care workers spending quality time with people. They also recognised when people needed reassurance or support and provided this promptly and sensitively. The service regularly uses bank staff who are familiar with the home to maintain safe staffing levels. Care workers told us they work as a team to cover staff shortages. The manager monitors staffing hours to make sure care workers receive adequate breaks between shifts. There is an ongoing recruitment drive to cover vacancies within the staff team. New staff are being recruited, which will relieve pressure on existing staff. Records show that the required recruitment checks are carried out before new staff are employed. This includes a Disclosure and Barring Service (DBS) check that is renewed every three years.

The staff team has a good understanding of people's individual needs and how they like to be supported. New care workers spend time getting to know people and familiarising themselves with their risk assessments and personal plans. Staff told us they receive updates about people's well-being during shift handovers and staff meetings. They receive a range of mandatory and specialist training to support them in their roles. Staff are clear about their responsibility to report concerns about people's welfare. They told us they can follow whistle blowing procedures if required, although are confident managers would deal with any concerns promptly and appropriately. Staff receive monthly supervision during their probation period and two-monthly supervision thereafter. This exceeds legal requirements. Records show that supervision sessions allow staff to reflect on people's well-being and review their learning and development needs. These are also considered during annual appraisals. Staff told us their views are respected and they enjoy working at the home.

The home is well led. The manager splits their time evenly between Rosewood and another small care home they are responsible for managing. The home also has a deputy manager and senior staff who lead each shift. Staff know how to get support outside usual working hours and access the home's policies and procedures. These are currently being reviewed so they account for the provider's recent merger with another company. The manager receives good support from the RI, who regularly visits the service to formally assess standards and set actions for improvement. There is investment in the service as environmental upgrades are being made and additional staff are being recruited. The home has clear aims and objectives, which are set out in its statement of purpose and written guide. These documents will also be updated to incorporate the provider's new values. Overall, we found that the home is delivering on its aims and objectives, which include: *'Providing opportunity to take the next step toward independence within a safe, familiar, supportive environment'*.

### 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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44	There was a significant delay in works being carried out to address the potentially dangerous issues identified during an electrical inspection.	New
56	The layout, ventilation and condition of the laundry room is compromising standards of hygiene and infection control.	New
73	Regulation 73(3): RI visits not at least every three months	Achieved

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