



Inspection Report on

Danesbrook House

**Danesbrook House
Cadoc Place
Cardiff
CF5 2QN**

Date Inspection Completed

07/03/2024

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About Danesbrook House

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Capital Care Homes Ltd
Registered places	25
Language of the service	English
Previous Care Inspectorate Wales inspection	04 October 2022
Does this service promote Welsh language and culture?	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

People receive support from care staff who understand their needs and provide care with kindness and patience. People are happy with the care they receive and speak positively about living at Danesbrook House. There are daily activities available and visitors to the service are welcomed. Care documentation is thorough, robust and kept under regular review. People have access to health service when required and medication processes are safe. There are policies and procedures in place for the running of the service and people have access to a complaints process. The Responsible Individual (RI) is also the manager of the service and has good oversight of the service. Improvements have been made to quality assurance and governance processes since the last inspection. Safeguarding referrals are made to the Local Authority when required and monitored by the RI. Care staff are very happy working at the service and feel well supported and valued. Care staff receive appropriate training and supervision and are recruited safely via robust vetting processes. People live in an environment that is safe and meets their needs. People have their own personal bedrooms which are spacious, personal and comfortable.

Well-being

People are treated with dignity and respect. Care staff have the skills and knowledge to care for people in their preferred way and do so with compassion and patience. Care staff speak to people kindly and offer comfort and reassurance when required. Personal plans of care clearly guide care staff on how to support people and evidence that people have access to external health professionals when required. The RI engages with people and their families regularly and seeks their views as part of quality assurance monitoring. People are given information about the service and are kept up to date with information about the service via regular newsletters. People live in a suitable environment and have single bedrooms which offer personal space and privacy that care staff respect.

People can be assured they have autonomy over their lives. People are happy living at Danesbrook House and have built good relationships with the care staff who support them. Personal plans of care are person centred and focus on people's personal outcomes and how these can be achieved. People's views are clearly documented and considered when care is delivered. People have a choice of activities available to them daily and are supported to maintain relationships with family and friends. The home has a choice of meals, snacks and drinks available at all times and people always have further choice available to them. Care staff attend appropriate training and have supervision regularly. Care staff like working at the service and feel like their opinions matter. There are policies and procedures in place to guide staff on what is expected of them.

People are protected from harm and abuse. Danesbrook House has a robust safeguarding policy in place and all care staff attend training in the protection of adults at risk of abuse. The RI has good oversight of the service and takes complaints very seriously. Referrals are made to the Local Authority safeguarding team when required and monitored closely by the RI. The environment is safe and the building is well maintained. Fire safety is taken seriously and checks of the building take place when required. Care staff recruitment is safe and robust. Pre-employment checks are completed correctly and there is a system in place to renew Disclosure and Barring Service (DBS) certificates when required.

Care and Support

People receive the right care at the right time. Care staff have built positive relationships with the people they support and have a good understanding of people's needs. Care staff provide care with patience, kindness and genuine care. Care staff levels at the service are good and ensure that people do not wait for the care they need. Personal plans of care highlight people's desired outcomes and how they can be achieved. There is robust information documented about people's needs and how needs are best met. Risk assessments are in place where required and documents are kept under review to ensure they remain accurate. Personal plans are important as they guide care staff on how to care for people's needs correctly. Medication processes within the home are safe and robust. Medication is stored securely and administered safely in line with prescription. The service uses the E-MAR system to record when medication has been administered. The E-MAR system contains the required information including a picture of the person receiving medication and there was no missing signatures for administered medication.

People are supported to have choice and control as far as practically possible. People have their own personal daily routines and decide when to get up in the morning, when to go to bed at night and how they spend their time in between. Prior to admission people have an assessment of their needs to ensure the home can meet requirements. People's views, likes and dislikes are also captured to add into personal plans of care. Danesbrook House employs dedicated activity staff who facilitate a range of activities six days per week. During inspection we saw some people engaged in organised activities, while others were watching TV, reading the newspaper or spending time with their family. We were told that visitors to the home are welcomed at anytime and one family told us that they are "*very happy with the care of my relative*". We observed the lunch time experience and saw that people are offered a choice of meals and drinks at the time of service and people were offered alternatives if they changed their minds. People told us that they are happy living at the service and one person said, "*the staff are fantastic and the food is delicious*". Another person said, "*the staff are great, they know what I like and they do things the way I like it*".

Environment

People live in an environment that meets their needs. Danesbrook House is located in a suburb of Cardiff that benefits from local amenities and good transport links. The home is a detached building set over two floors. There is ample communal space including a large lounge and large dining area that enable people to enjoy group activities and to spend time with others. There is also a smaller lounge where people can enjoy quiet time or receive visitors in private if they wish. There is a well-maintained garden with high quality furniture which enables people to spend time outdoors if they wish. We found the bathrooms and toilets around the home clean and in working order but the main downstairs bathroom would benefit from updating and a general tidy. The service is warm, welcoming and decorated nicely throughout but would benefit from some cosmetic redecoration in places due to wear and tear. People have their own bedrooms which are warm, clean and comfortable and offer privacy when required. People's personal space is respected by care staff. People are encouraged to personalise their rooms with their own belongings and furniture to make them as homely as possible. The majority of rooms have en-suite facilities.

People can be assured they live in a safe environment. On arrival to the service, we found the main entrance secure. We were asked for identification and to sign the visitors book before we were permitted entry. We conducted a tour of the home and found the building well maintained and hazards have been reduced as far as possible. Window restrictors are in place and harmful chemicals are stored securely and safely. We reminded the provider that cleaning products should not be left unattended when cleaning is in progress. There is a passenger lift in place for people to move between the floors safely and a chair lift for back up should it be needed. Safety checks of the building including gas and electricity servicing take place in line with legal requirements. There is a fire risk assessment in place and fire alarms are tested weekly. People living at the service have a Personal Emergency Evacuation Plan (PEEP) in place. PEEPs are important as they guide care staff on how to evacuate people safely in the event of an emergency.

Leadership and Management

People benefit from the leadership and management in place. The RI is also the manager and registered with Social Care Wales, the workforce regulator. The RI is present at the service during weekdays and has good oversight of the service. Improvements to governance arrangements have been made since the last inspection but quality of care reports require additional information to fully meet legal requirement. We have been assured that this will be included going forward. There are policies and procedures in place for the smooth running of the service and to guide care staff on what is expected of them. Policies have been updated and improved since the last inspection. People are given detailed information about the care they can expect to receive which includes how to complain if they are not happy with the service. There have been no formal complaints since the last inspection. The RI understands the legal requirements of caring for vulnerable people and makes applications to the Deprivation of Liberty Safeguards (DoLS) team when appropriate. This ensures that placements at the service are legal when people lack the mental capacity to make decisions surrounding their care and accommodation needs. The organisations statement of purpose is kept under review. This document is important as it sets out what care can be provided, to whom, when and how.

People are supported by care staff who are well trained and safely recruited. Care staff attend training appropriate to the roles they undertake and feel well equipped to do their jobs. Care staff receive formal supervision in line with regulatory requirements and feel well supported by the management. Supervision is important as it is an opportunity to discuss any practice issues or needs in a setting that is recorded. Care staff told us that they are happy working at the service and feel they provide very good care. One staff member said, *“it is a great place to work, the managers listen to staff”*. Another staff member said, *“there is plenty of time to do my job and also time to sit and spend time with the residents”*. We examined a selection of care staff personnel files and found that they contain the required information. Pre-employment checks including DBS certificates and references are applied for prior to employment commencing. These checks are important as they determine a person’s suitability to work with vulnerable people.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	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.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	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
6	The service provider to strengthen the monitoring and governance arrangements in place to keep policies up to date, the staff to receive specific training in other areas of their role and the responsible individual to produce detailed quality assurance reports to evaluate the quality of the service	Achieved
8	The service provider to have effective systems and processes in place to monitor, analyse and review the quality and safety of the service	Achieved

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