



# Inspection Report on

**Victoria House**

**Blackwood**

## **Date Inspection Completed**

30/05/2022

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## About Victoria House

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Homes of Excellence Ltd
Registered places	3
Language of the service	English
Previous Care Inspectorate Wales inspection	15 August 2019
Does this service provide the Welsh Language active offer?	Working Towards. 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 the right support from staff who understand their needs. Care staff provide care with kindness, respect and compassion and ensure people's dignity and independence are promoted at all times. Care documentation is reflective of the person being cared for and contains detailed information about people's needs and how they should be met. There is evidence that referrals are made to external professionals and reviews of care documents take place.

The service benefits from a Responsible Individual (RI) who has excellent oversight of the service and a manager who oversees the day to day running of the home. Staff receive appropriate training to undertake their roles and receive formal supervision in line with regulatory requirements. The recruitment of staff is safe as pre-employment checks are completed prior to employment commencing. Care staff are happy working at Victoria House and feel supported and valued. There are robust policies and procedures in place for the running of the service and quality assurance monitoring takes place regularly. The environment is safe and suitable to meets people's needs. People have access to sufficient communal space inside and out and have their own single rooms with en-suite facilities.

## Well-being

People are treated with dignity and respect. Residents and staff have positive relationships and staff show kindness and compassion toward the people they care for. Staff are able to anticipate people's needs and have developed alternate ways to communicate with people who are unable to communicate verbally. Residents engage well with staff and respond positively to the care they receive. People and/or their representatives are included in care planning and review processes and their preferences, likes and dislikes are incorporated into personal plans. Victoria House provides residents with detailed information about the service which includes the complaints process if people are not happy with their service. People have access to independent advocacy.

People get the care they need without delay. Care documentation contains accurate information that details what support people require and how the support should be provided. Care staff have an excellent understanding of people's needs and staffing levels ensure that people do not wait for care. Referrals are made to external professionals when required and personal plans are kept up to date at all times. Care staff receive appropriate training to undertake their roles correctly and are well supported by the manager. People engage in activities of their choice and eat meals according to their personal taste. Medication is stored securely and administered safely with required documentation being completed correctly at all times. There are quality assurance processes in place that consider the views of people who use the service and/or their representative. These processes ensure people receive a quality service at all times.

People are protected from harm and abuse. Staff working at Victoria House undertake training in the protection of adults at risk of abuse and there is a robust safeguarding policy in place. The manager and RI understand legal requirements in regard to caring for vulnerable people and contact the Local Authority safeguarding team, as necessary. Any safeguarding referrals are stored centrally and monitored as part of the quality assurance processes and RI visits. The environment is safe with hazards reduced as far as possible and safety checks completed when required. Staff recruitment is safe and robust with pre-employment checks including references and Disclosure and Barring Service (DBS) certificates being applied for before employment is offered. These checks are important as they determine a person's suitability to work with vulnerable people.

## Care and Support

People get the right care at the right time. Care staff understand the needs of the people they care for and are able to anticipate the needs of people who cannot verbalise their needs independently. Residents and staff have positive relationships and staff provide care with kindness and compassion. Staffing levels at Victoria House are adequate and ensure that people do not have to wait for care. Care documentation is thorough, robust, and reflective of the person being cared for. Personal plans of care contain detailed information on people's needs and how they should be met, and there is additional information that guides staff on how to communicate with people who are unable to communicate verbally. All documentation is reviewed regularly and updated when required; this is important as these documents guide staff on how to meet people's needs. There is evidence that the service makes referrals to external professionals when required, without delay and follows any guidance or advice correctly. Medication processes within the service are safe. Medicines are stored safely and administered correctly. We viewed a selection of Medication Administration Record (MAR) charts and saw that they contain required information and are signed correctly when medication is administered.

People are supported to have autonomy over their own lives. People have their own personal daily routines and are supported to spend their time as they wish. Staff have good knowledge of these routines and understand the importance of being consistent with people's routines. Care documentation is person centred and care plans are built around people's individual needs. Where possible people and/or their representatives are included in the care planning and review processes, and people's views, likes and dislikes are evident throughout personal plans. Staff understand people's food preferences and plan meals around individual choices. We observed the lunch time experience and people appeared to be enjoying the meal that staff had prepared. People have their own personal activity plans in place and are supported to engage activities of their choice. Since day centre services were suspended during the Covid-19 pandemic staff at Victoria House have implemented alternative activity plans. These plans ensure that people who enjoy accessing the community and activities outside of the service have opportunity to do so on a daily basis.

## Environment

People live in an environment that meets their needs. Victoria House is a large, detached property set over two floors that benefits from sufficient communal space including a large lounge, activity room and a kitchen diner. There are ample bathrooms and toilets throughout the service, which are clean and functioning. People have access to safe external space which has appropriate seating and outside activities for people to use when weather permits. The home is warm, welcoming, and clean. We did not detect any malodour during our visit. The building is in a good state of repair and well maintained but would benefit from some cosmetic redecoration in places. We are told that there are plans to make improvements to the internal environment and to further renovate the garden area. People have their own single bedroom, all of which benefit from en-suite facilities. Bedrooms are warm, clean and contain people's personal items, making them personal, comfortable, and private space that people are free to use as they wish.

People can be confident they live in a safe environment. On arrival we found the main entrance secure and we were escorted by a staff member to the manager's office where our identification was checked along with our Covid-19 test result. We were also asked to sign the visitors' book. The environment is clutter free and hazards have been removed as far as practically possible. The layout of the home enables people to move around freely and safely, but visible to staff should they require support. Harmful chemicals are locked away and windows have restrictors in place. There is appropriate equipment in place such as a bath lift that enables people to use facilities safely. All safety checks to the building including gas and electricity are completed within legal timeframes and where required, equipment is serviced. There is a fire risk assessment in place and all residents have a Personal Emergency Evacuation Plan (PEEP) in place. This is important as this directs staff on how to evacuate people in the event of an emergency. There are robust measures in place to reduce the risk of Covid-19 entering or spreading within the service.

## Leadership and Management

People benefit from the leadership and management in place. Victoria House has an RI who has excellent oversight of the service and a manager who is registered with Social Care Wales (the workforce regulator). Since the last inspection, the RI has made significant improvements and now visits the service in line with regulatory requirements and produces a report following each visit. The providers statement of purpose has now been updated and meets regulatory requirements. Quality assurance processes are now in place and cover all required areas and include seeking the views of people using the service. These processes are important as they identify good practice and where improvements are required. The service has robust policies and procedures in place for the smooth running of the service, but we did note that some policies are extremely large documents but do contain the required information. We were advised that the service will look into producing a reduced version of the documents that maybe more user friendly for staff. People have access to a service user guide which details what people can expect from the service and where they can complain if they are unhappy with the service. Victoria House has a complaints policy in place but has not received any complaints since the last inspection. A number of compliments have been received by the service in regard to the care they provide.

People can be assured they are supported by staff who are well trained and supported. Statistics at the service identify that all staff training is up to date and staff attended courses relevant to the role they undertake which is also refreshed regularly. All staff receive supervision in line with regulatory requirement. Supervision is important as it is an opportunity to discuss practice issues or development needs in a formal setting that is recorded. Staff we spoke with told us *“I really like working here, I feel supported and feel that people are well cared for”*. We examined a selection of staff files and found that they contain the required information. We noted that one file was missing a piece of information, but this was provided to us following the visit. Recruitment at Victoria House is safe as pre-employment checks including references and DBS certificates are applied for prior to employment commencing and there is a system in place to renew DBS certificates every three years.

### 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
73	Visits - The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations	Achieved



	2017 – Part 16 Regulation 73 We found that the service provider did not ensure evidence was available to demonstrate the responsible individual had visited the service at least every three months.	
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