



Inspection Report on

Augusta House

Ebbw Vale

Date Inspection Completed

4 October 2022

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About Augusta House

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Blaenau Gwent County Borough Council Adults and Children's Services
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	12 September 2019
Does this service provide the Welsh Language active offer?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

The service provides respite support to adults and recently extended its provision to include children with disabilities. People receive a consistent and reliable service from the provider. People's opinions are sought, and their feedback is valued. The provider sets high standards for itself, and frequently monitors its performance in order to maintain and improve upon the quality of the support available. There are consistent and sustainable levels of oversight of the service. Some processes in regard to safeguarding, complaints and reviews have been strengthened. Care workers receive support and investment, and people benefit from good levels of care worker continuity. The service has taken a cautious and careful approach during the transition to support children. The service is inventive and there are ongoing plans for the further development of the service.

Well-being

People have as much control over their daily lives as possible. A personalised approach is taken by the service, people's preferences are acknowledged and understood, and what matters to individuals and how they wish their support to be provided is documented. People and/or their representatives are fully consulted and involved in regular reviews of the support provided prior to each admission. Feedback is welcomed, valued and forms the basis for the ongoing development of the service. People are treated with dignity and respect by care workers they have developed good relationships with. Care staff are knowledgeable and kind. The service acknowledges the importance of supporting and promoting people's feelings of well-being.

People are supported to be as healthy as possible. People have contact with other health and social care professionals as required. Care staff know individuals well and are able to promptly identify any changes in the person. Referrals to others take place where appropriate. Changes result in personal plans and other care documentation being updated quickly. Care workers have access to the most up-to-date information about the people they support. People are supported to continue to access their preferred routines and social activities. The service strives to ensure people can access meaningful activities.

People are appropriately protected. There is an effective and up-to-date safeguarding policy available at the service. Care workers are effectively trained and are confident in their responsibility to identify and report any concerns. Relatives are complimentary about the support provided to family members.

People are supported to ensure family and personal relationships continue effectively. People's relatives told us about "*the positive difference*" the support provided to their family member had on family relationships. For some people, this support enabled them to continue in their caring role, and provided peace of mind from the knowledge their relative was happy and well cared for by the care workers employed at the service.

Care and Support

People receive good quality support, which assists them to achieve their personal goals and outcomes. Personal plans and risk assessment documentation are comprehensive, detailed and enable care workers to provide support as required. There is commitment to promoting and encouraging independence and daily care documentation demonstrates how care staff strive to ensure this happens. Recordings are comprehensive and detailed and further indicate support is provided as identified in people's personal plans. People are supported and encouraged to continue their usual daily routines whilst staying at the service. People are supported to attend day centres and take part in activities they enjoy. There are systems in place to ensure each individual's requirements are reviewed, prior to support being provided. Any changes in people's needs result in the revision of care documentation and personal plans contain the most up-to-date information for care workers to follow.

People are complimentary about the service and are confident the service is committed to providing good levels of care worker continuity. Feedback received is positive about the quality of care provided by care workers employed at the service. Care staff told us they are supported to get to know people well and because of this have confidence they can identify any changes in the usual presentation of individuals they support promptly. It was clear, during our conversations with care workers, they have developed detailed understanding about what matters to people and how they want their support provided. Care staff are complimentary about their employment and told us *"the job is very rewarding"* and *"we are a good staff team, people have a good quality of life here."*

The service provider is committed to the ongoing development of the service and has taken a cautious approach to providing support to children. The service works with children and their families to ensure each child's needs are recognised and good quality assessments and personal plans are completed. Personal plans for both children and adults provide good levels of detail for care workers to follow. Care workers spoke positively about the way they have been supported and trained to work with children as well as adults.

There are sufficient safeguarding arrangements in place to keep people safe. There is an up-to-date safeguarding policy which aligns to current safeguarding legislation which is available to care workers. Robust systems are in place to ensure safeguarding issues are promptly reported to the relevant agencies and steps are put in place to mitigate risks identified. Care workers receive appropriate training in the safeguarding of adults and children and are confident about what they should do if they identify concerns.

Environment

The service is set in a quiet and tranquil residential area. There are sufficient, safe outside areas available to people. Further development of the outside area has been identified and work continues to ensure equipment available is suitable to cater to the requirements of all ages who receive the service. Maintenance plans are in place and we were told about ongoing redecoration plans. Currently one area of the building is being extensively developed and renovated. It is anticipated this area will focus on independent living. The home is clean and warm and thoughtfully decorated. It provides a homely environment for people using the service. Ensuite facilities are available and equipment is in place to meet the needs of individuals. Consideration has been given to ensure the decoration and equipment available is age appropriate.

The service places high regard to ensure the safety of people using the service. The front door was secure, our identity checked and reason for our visit was established prior to authorisation into the building. Staff records are stored centrally and were made available to us after the inspection visit. Information held at the service is stored securely and only accessible to those who are required to see it.

Health and safety arrangements are in place to ensure people stay in a safe environment. Regular safety checks in regard to fire, gas, electricity and equipment take place.

Leadership and Management

The service operates smoothly and effectively and is committed to supporting people to achieve their personal outcomes. We considered the most recent quality of care review which had been completed by the responsible individual (RI). We found this was comprehensive and considered what was working well at the service as well as identifying any areas which required further development, and how this could be achieved. Feedback is welcomed from people using the service, their representatives, care workers and other involved parties. Feedback appears to be valued, is listened to and forms the basis for the ongoing development of the service. The service has an up-to-date Statement of Purpose (SOP) which details the range and nature of the support available to people. The SOP is reflective of the service people receive.

People receive support from care workers who are safely recruited, trained and supervised. Recruitment processes are robust and there are sufficient records held centrally which demonstrate this. Care worker information includes employment histories, proof of identity and employment references. Disclosure and barring service checks (DBS) are in place prior to the commencement of employment, and these are updated at the required frequency. Care workers have access to an induction programme, which is in keeping with guidance provided by Social Care Wales (SCW). There is commitment to ensuring all care workers undertake the qualifications required to enable them to register with SCW. Registration is required in order to formally recognise care staff as part of the social care workforce. Most care workers employed at the service are registered with SCW. Care workers receive regular supervision, which provides time with their line manager in order to support their ongoing development. We were told some annual appraisals are overdue, but there are sufficient plans in place to rectify this soon. The service shows strong commitment in regard to the training of care workers. Documentation indicates care workers receive appropriate essential training and refresher training to support them in their caring role. Additional training is available on more complex medical conditions as required. Care workers spoke positively about the training they have received.

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
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Date Published 30/11/2022