



Inspection Report on

The Cedars Care Home

Barry

Date Inspection Completed

25/09/2023

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About The Cedars Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	The Cedars Care Services Ltd
Registered places	3
Language of the service	English
Previous Care Inspectorate Wales inspection	04 November 2021
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

Care staff understand the needs of the people they care for and do so with kindness and respect. People have built positive relationships with care staff and speak warmly about the service they receive. Care staff receive appropriate training, regular supervision and feel well supported by the manager. Care staff recruitment is safe and robust as pre-employment checks take place and care staff personnel files contain all required information. Care documentation is detailed, and outlines people's needs but would benefit from being more outcome focused. Medication practices are safe and robust and people attend medical appointments as necessary. Quality assurance monitoring takes place regularly and the Responsible individual (RI) has good oversight of the service. Referrals are made to the Local Authority safeguarding team when required and complaints are taken seriously. There are policies and procedures in place for the running of the service which are reviewed regularly. People live in a suitable environment that meets their needs. The home is clean, warm and decorated nicely throughout. People have their own bedrooms which offer personal space and privacy.

Well-being

People are treated with dignity and respect. Care staff provide support with kindness and patience and have positive relationships with the people they care for. People are happy living at The Cedars Care Home and speak fondly of the care staff. The RI engages with people during monitoring visits and people's views are sought as part of the quality assurance monitoring. People are given information about the service which includes how to complain if they are not happy with the service. People are supported to be as independent as they can be and have autonomy over their lives where possible. There are policies and procedures in place for the running of the service and care staff understand what is expected of them. People live in an environment that is warm, clean and suitably adapted to meet their needs. People have single bedrooms which offer personal space and privacy.

People receive care without delay. Care staff receive appropriate training and feel well supported and valued by the management. Care documentation outlines people's needs and how they should be met but would benefit from being more focused on what people want to achieve. Personal plans are reviewed frequently to ensure they remain accurate. People receive their medication when required and have access to health and social care professionals. Care staff understand the needs of the people they care for and have the skills required to meet people's needs. Quality assurance monitoring takes place regularly which evidences that the provider is committed to making improvement when required and providing a quality service at all times.

People are protected from abuse and harm. The Cedars Care home has a robust safeguarding policy in place and all care staff receive training in safeguarding adults at risk of abuse. Complaints to the service are taken seriously and monitored closely by the RI. The manager makes referrals to the safeguarding team when required and stores them centrally for auditing purposes. People live in a safe environment which is hazard free and well maintained. All care staff receive fire awareness training, and the provider takes all required actions in regard to fire safety. Care staff are recruited safely as pre-employment checks are completed before employment commences and there is a system in place to ensure Disclosure and Barring Service (DBS) certificates are renewed when required.

Care and Support

People get the right care at the right time. Care staff levels are good and ensure that people do not wait for the care they need. Care staff understand the needs of the people they care for and are able to anticipate the needs of those who cannot do this themselves. People are happy living at The Cedars Care Home and have built positive relationships with the care staff who support them. We saw care staff engaging well with people, speaking kindly and laughing together. Care documentation is extremely detailed and outlines peoples needs and how they should be met. We found personal plans very risk orientated and lacking people's personal goals and desired outcomes. We discussed this with the provider who advised that this is something they would look into. Personal plans are important as they guide staff on how to care for people correctly. All documents are reviewed regularly to ensure they are kept current. Medication processes are safe and robust. Medication is stored safely and administered in line with prescription. There are Medication administration records (MAR) charts in place which contain required information and are completed correctly when any medication is administered. We saw evidence that referrals are made to external health and social care professionals without delay and people attend medical appointments when necessary.

People are supported to have choice and control where possible. Where possible people and/or their representatives are included in the assessment and reviews of their needs and contribute to the care planning process. Peoples likes, dislikes and preferences as to how care is provided is included in care documentation. People have their own personal activity plans and do the things that matter to them. Care staff support people to attend their chosen social activities in the community and welcome visitors to the home. Food menus are planned in accordance with people's preferences. Care staff told us that people always have a choice in regard to meals and drinks and can always have alternative to the menu. Care staff encourage people to be as independent as they can be but offer reassurance that they are their if needed. We saw care staff supporting people with kindness and offering people choice as they did so.

Environment

People live in a suitable environment. The Cedars Care home is located in a residential area of Barry and benefits from local amenities and good transport links. The home is a ground floor property that has been suitably adapted to meet the needs of people living at the service. We found the service to be warm, welcoming with evidence of good cleaning; we did not detect any malodour during our visit. The home is nicely decorated throughout but would benefit from some cosmetic redecoration in some place. There are spacious communal areas including a lounge and conservatory and safe outdoor space for people to use as they wish. The bathrooms and toilets are clean and in good working order and include suitable equipment to ensure people's safety and independence. People have their own bedrooms which offer opportunity for personal space, quiet time and privacy. Bedrooms we saw are warm, clean and individualised to the person occupying the room. We were told that people are encouraged to personalise their rooms and have input into the décor.

People live in a safe environment. On arrival to The Cedars Care Home, we found the main entrance secure, and our identification was checked before we were permitted entry into the home. We saw that harmful chemicals are locked away safely, and window restrictors are in place. The home is clutter free and hazards have been reduced as far as practically possible. There is a fire risk assessment in place which is updated annually and everyone living at the service has a Personal Emergency Evacuation Plan (PEEP) in place. PEEPs are important as they guide staff on how to evacuate people in the event of an emergency. All care staff receive fire safety training and fire drills take place regularly. The building is well maintained and safety checks including gas and electricity safety testing are completed in line with legal requirements.

Leadership and Management

People benefit from the leadership and management in place. The Cedars Care Home benefits from an RI with good oversight of the service and a manager who is registered with Social Care Wales, the workforce regulator. There are policies and procedures in place for the running of the service which staff are required to read and sign to confirm they understand what is required of them. Quality assurance monitoring takes place regularly and includes seeking the views of people using the service and care staff working at the service. The manager understands legal requirements of caring for vulnerable people and makes application to the Deprivation of Liberty Safeguards (DoLS) when required. This ensures that placements are legal where people lack the capacity to make decisions surrounding their care and accommodation. People are given detailed information about the service they can expect to receive. Complaints to the service are taken seriously and dealt with correctly. Safeguarding referrals are made when necessary and monitored for themes, trends and patterns of abuse.

People are supported by staff who are well trained and safely recruited. Care staff receive training appropriate to the roles they undertake and feel well equipped to do their jobs. All care staff receive a formal supervision in line with regulatory requirements and feel able to discuss any issues with the manager at any time. Supervision is important as it is an opportunity to discuss any practice issues or needs in a formal setting that is recorded. Care staff we spoke with told us that they like working at The Cedars Care Home and spoke positively about the manager. One staff member said, *"I love working here and feel very well supported"*. We examined a selection of care staff personnel files and found that they contain all required information. We saw evidence that 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. Care staff are supported to obtain care qualifications and all Care staff working at The Cedars Care Home are registered with Social Care Wales.

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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