



Inspection Report on

Liberty House

Porthcawl

Date Inspection Completed

25/05/2023

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About Liberty House

| | |
|--|---|
| Type of care provided | Care Home Service Adults With Nursing |
| Registered Provider | Liberty Placements Ltd |
| Registered places | 6 |
| Language of the service | English |
| Previous Care Inspectorate Wales inspection | 23.11.2021 |
| Does this service provide the Welsh Language active offer? | 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 are happy with the service they receive and speak positively about the staff who provide their care. People are encouraged to be as independent as possible and are treated as individuals. Care workers understand the needs of the people they care for and demonstrate kindness and respect when providing support. Accurate and up-to-date personal plans ensure care workers understand people's needs. Care staff are appropriately recruited, vetted and have regular supervision sessions to discuss any professional issues or development needs. Care workers receive regular training and feel supported and happy working at the service. The responsible individual (RI) has good oversight of the service and quality assurance monitoring takes place regularly. There are policies and procedures in place which guide staff to ensure best practice is followed. People are cared for in a suitable environment that meets their needs.

Well-being

People have a voice and are treated with dignity and respect. Care documentation is detailed and reflective of the person being cared for. Personal plans are up to date, detailed, and accurately reflect people's current needs and how best to support them. People are happy in the service and are complimentary of the care team. People are asked for their views on the service and if any improvements can be made. Weekly 'community meetings' are held where people have a voice and can express opinions.

People's physical and mental health and emotional wellbeing is promoted. The service has good procedures in place to manage people's medication and monitor any side effects. Medical appointments are sought and attended as required. The consistent staff team know people very well and can recognise any physical or mental health issues quickly. They adapt their approach and seek advice from medical professionals in a timely way if required.

People are relaxed, comfortable and know what opportunities are available to them: they do things that make them happy. Care workers encourage people to make choices and decisions about how they spend their time. Each person is as active as they wish to be. People personalise their surroundings in line with their interests and hobbies. Care workers have a good rapport and relationship with people and interact in positive ways.

As far as possible, people are safe and protected from abuse. Care workers undertake a thorough recruitment process and are supervised to ensure they are meeting people's needs. They also receive support, guidance, and training and are able to access policies and procedures to understand their responsibility to protect vulnerable people. The home's safeguarding policy and procedure is in line with current legislation and local safeguarding procedures.

There is a clear management structure in the service. We received positive feedback from the staff we spoke with, who told us they feel valued and supported by the service manager. There are effective systems for monitoring and auditing standards of support and the environment, overseen by the RI.

Care and Support

People receive the right care at the right time. Personal plans of care are detailed and clearly outline people's needs and how they should be met. There are risk assessments in place where required and all documents are reviewed regularly to ensure they are kept current and accurate. Care workers have built positive relationships with the people they care for and have a good understanding of people's needs. People we spoke with told us they like living at Liberty House. Feedback we received included the following quotes, "*They help you to be independent*" and "*I've come on leaps and bounds here*". Staffing levels ensure that people receive the right care at the right time. People can take part in a range of activities that are tailored to their individual needs. People have their own personalised daily routines and do the things that matter to them. Individuals have one day a week where they shop, cook, and serve a meal for everyone. There are good safeguarding measures in place. Staff have relevant training to recognise signs of neglect, abuse and poor mental or physical health. They are aware of their safeguarding responsibilities and know what action to take if any concerns are identified.

There are safe systems in place for the management of medication to maintain people's health. Medication is stored securely in locked cupboards. We saw medication administration record (MAR) charts are completed accurately. Several care workers have been in post a number of years and subsequently know the people they support well and recognise any deterioration in health. We saw people are supported to attend routine medical appointments which are documented in their care files. Medical assistance is sought promptly if any issues arise with people's health.

People experience warmth and kindness. We saw care staff treat people as individuals. They are very attentive and respond to people's different needs with appropriate levels of prompting and support. People look relaxed and comfortable in the presence of staff. Staff speak in a friendly, caring and respectful way and people respond positively. People living in the home told us "*Staff are brilliant*", "*They are trying their best for you*", "*I'm quite comfortable here*" and "*from what I've experienced they are brilliant*". We witnessed positive interactions during the inspection and saw care staff supporting people in a dignified manner.

Environment

Liberty House is situated in the town of Porthcawl and provides good access to community facilities and nearby beaches. It is set over three floors and can accommodate up to six people. A personalised environment that is appropriate to individual need supports people to feel included, uplifted and valued. The home takes a person-centred approach to accessorizing rooms in order to find a balance between creating a warm, homely environment whilst maintaining personal safety. Communal areas are clean and comfortable. People are free to leave the home when they wish, to partake in community activities, go shopping and to visit family and friends.

The service is secure from any unauthorised visitors and carries out regular environmental checks. On arrival we were asked to sign the visitor's book and our identity was checked. We saw evidence of ongoing servicing and maintenance checks of all utilities and equipment to ensure these remained safe and fit for purpose. Fire equipment such as alarms and fire sprinklers are checked. People have a personal emergency evacuation plan (PEEP) in place in the event of an emergency. Effective daily cleaning schedules are in place as all parts of the home are clean, tidy and well organised. We saw window restrictors are in place and harmful chemicals are stored securely. We saw the laundry facilities, which are suitable to meet the needs of individuals living in the home.

Leadership and Management

There are systems and processes in place to monitor, review and improve the quality of care and support provided. Information about the quality of care is gathered and reviewed for improvement purposes. We found individuals give positive feedback about the care provided. There is regular communication between the manager and responsible individual. We noted there have been no complaints since the last inspection. We found the communication is effective, open and transparent.

Care workers are happy working at the service and feel supported in their roles. Records relating to supervision show staff are receiving the required levels of formal support. This helps aid their professional development and gives them the opportunity to discuss things like workload or concerns they may have. Care staff we spoke to confirm the management team are always accessible and provide a good level of support. Care workers told us *“I feel like I have a voice and can express an opinion”*, *“the manager is lovely”* and *“the staffing levels are really good”*.

The provider ensures there are enough knowledgeable and skilled care workers to provide the right support for people. Pre-employment checks take place before new employees start work: these include reference checks, photo identification and Disclosure and Barring Service (DBS) checks. The staff induction programme links to individual learning outcomes and the ‘All Wales Induction Framework for Health and Social Care.’ Care workers are up-to-date with their training and they say this provides them with a good understanding of their roles and responsibilities and the best ways to support people. Regular staff meetings give care workers the opportunity to discuss their work and to keep up with current developments in the service.

The vision and ethos of the service are clear. A Statement of Purpose sets out the service’s aims, values, and support available. We found this to be consistent with the service provided. A written guide is available for people in the service, containing practical information about the home and the support provided. The service also offers various formal and informal opportunities for people to ask questions and give feedback.

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 |
|------------|---------|--------|
|------------|---------|--------|

| | | |
|-----|--|-----|
| N/A | No non-compliance of this type was identified at this inspection | N/A |
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