



Inspection Report on

The Waverley Care Centre

**Waverley Care Centre
122-124
Plymouth Road
Penarth
CF64 5DN**

Date Inspection Completed

19/07/2022

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About The Waverley Care Centre

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	The Waverley Care Centre Ltd
Registered places	129
Language of the service	English
Previous Care Inspectorate Wales inspection	19 November 2021
Does this service provide the Welsh Language active offer?	No. This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service.

Summary

People are happy with the care they receive and speak highly of the care staff who support them. Care staff understand the needs of the people they care for and do so with kindness and patience. Care documentation is thorough and robust but recorded between both paper and digital systems which can make accessing information difficult. People receive the right care without delay but improvements are required to ensure care is always provided in a way that promotes privacy, dignity, and independence. The majority of care staff are happy working at The Waverley and say that they feel supported and valued. Care staff attend training courses appropriate to the roles they undertake and receive formal supervision regularly. The Responsible Individual (RI) is often present at the service and engages well with staff and people living at The Waverley. There are quality assurance monitoring arrangements in place and clear plans on how the service will be further developed. The provider understands legal requirements in regard to caring for vulnerable people and makes required referrals to external authorities appropriately. The environment suitable to meet the needs of the people using the service but requires some renovations and cosmetic redecoration which are currently underway.

Well-being

People receive care without delay. Care documentation evidences that referrals are made to external professionals as required and any advice or guidance is fed into care plans and followed correctly. Care plans outline people's needs but would benefit from more detail on how needs are to be met. The current recording of information is over two systems which is not best practice. Care staff have a good understanding of people's needs and engage well with the people they care for. Care staff provide care with kindness and patience. The staffing levels at The Waverley ensure that people's care is delivered in a timely manner.

People generally have choice and control over their lives. Personal plans of care are person centred and reviewed regularly but the provider needs to clearly document, where possible people's personal input to assessments and reviews. People's likes and dislikes should also be captured. People living at The Waverley have personal daily routines and decide how and where they spend their time. There is an excellent activity programme in place and five dedicated activity co-ordinators who organise and support people to engage in group and one to one activities. People are supported to maintain relationships with friends and family; inside visits have resumed and people are encouraged to go out into the community with their loved ones. There is a varied food menu choice in place, but people should make their choice at the time of servicing and not in advance to make the choice more meaningful. People's views are sought as part of quality assurance monitoring and there is a complaints policy in place. Complaints to the service are taken seriously.

People are protected from abuse and harm. There is a safeguarding policy in place and all staff receive training in the safeguarding of adults at risk of abuse which is refreshed annually. The RI and manager liaise with the Local Safeguarding team when appropriate and store referrals centrally so they can be audited as part of quality assurance monitoring. We advised the provider to ensure that outcomes are also recorded to evidence action taken and lessons learned. The environment is clutter free and there are window restrictors in place. There is a fire risk assessment in place and the building is well maintained. Care staff are recruited and subject to vetting prior to employment commencing. All staff receive appropriate training in regard to the role they undertake and receive formal supervision.

Care and Support

People receive the right care at the right time. Care staff understand the needs of the people they care for and do so with kindness and patience. Care staff and the people they care for have positive relationships and engage in banter and laughter which makes people happy. Staffing levels at The staffing levels are good ensure that people do not need to wait for care. People we spoke with described the staff as “*lovely*” and one visitor told us “*The staff give my relative a hug, which they really like*”. Care documentation is thorough and robust but the service is in the process of moving to a digital system which means that information is recorded between two systems. We advised the provider that this practice brings risks to information being missed and makes accessing the information difficult. A visiting professional told us “*The care here is good and the staff engage with us very well but accessing information can be a problem*”. The provider advised that they are committed to moving solely to the computerised system and will make this a priority. Medication processes within the home are generally safe and robust. Medication is stored securely and administered in line with prescription. Medication Administration Records (MAR) charts are in place and completed correctly. We recommended recording the effects of PRN (as required information) medication and reminded the provider that when topical creams are opened, they should be dated to ensure they are disposed of when required.

Improvements are required to ensure care is provided in a way that promotes dignity, privacy, and independence. On our first visit we found documentation regarding peoples care in communal areas which was potentially accessible to anyone entering the service. The structure of the documentation was not person centred and could be interpreted as ‘institutional care’. The provider gave us assurances that care is not provided in this way and removed the documentation immediately. We observed lunch time at The Waverley and saw that people who require full support with eating and drinking are supported appropriately at all times, but more able people are struggling. We saw people sat in poor positions with low tables that made it difficult for them to eat independently. We advised the provider that appropriate dining tables and chairs would make eating independently easier for people and create more of a ‘dining experience’ as opposed to a task. People have a good choice and selection of food available to them and one person told us “*The food is gorgeous*”, but we noted that people choose their meal selection the day before serving. We advised the provider that to make choice meaningful to people with dementia, food must be offered through visual means at the time of serving. Whilst these issues are not impacting on people using the service and no immediate action is required, we have advised the provider that we expect improvements to be made.

Environment

People live in an environment that is suitable to meet their needs. The Waverley is a large care home made up of one large building set over six floors with passenger lifts in place to facilitate people accessing alternative floors safely. The service is broken into four smaller units Cliffhaven, Cliffhaven 2, Glan Y Mor and Seaviews. The home has ample communal space which enables people to spend time communally and for group activities to take place with ease. The outdoor space has recently been developed and now provides a pleasant environment with outdoor furniture that people are free to access as they wish. There are a sufficient number of bathrooms and toilets throughout the service, but on the first visit we found them cluttered and untidy, but on the return visit this had been resolved. We reminded the provider that the bathrooms must be kept in good order at all times. The Waverley requires some renovations and redecoration in places and we were able to see that the provider is in the process of making these improvements. Improvements that have been completed are of a high standard. People are cared for in single rooms that benefit from en-suite facilities. We found rooms to be warm, clean, and decorated nicely. People are encouraged to personalise their rooms to make them as homely as possible. One person told us *“My relative’s room is always clean and tidy”*.

People live in a mostly safe environment. On arrival to the service each time our identification was checked before we were permitted entry. There are robust Covid-19 measures in place to reduce the risk of the virus entering or spreading throughout the home. There is an ample supply of Personal Protective Equipment (PPE) at the service but on the first visit we found the PPE stations untidy or lacking PPE. We also saw aprons scattered over handrails and equipment. On our return visits this issue had been fully resolved and all PPE was on the stations in a neat order. The Waverley has appropriate equipment such as hoists, bath lifts and handrails in place that ensure peoples safety and where required the equipment is serviced correctly. The environment is warm, clean and clutter free with hazards reduced as far as practically possible. On our first visit we noted loose hand gels and a cleaning product in the communal area, but these were swiftly removed when we highlighted this to the provider. There is a fire risk assessment in place and alarms are tested on a weekly basis. The building is well maintained and required environmental checks are carried out but documentation to support the checks needs to be completed correctly and in better order. The provider has assured us that this will be undertaken.

Leadership and Management

People benefit from the leadership and management in place. The Waverley benefits from an RI who has good oversight of the service and a manager who is registered with Social Care Wales, the workforce regulator. The manager oversees the day to day running of the service and the RI is accountable for the service. There are policies and procedures in place for the smooth running of the service, but we have advised the provider that the safeguarding policy requires updating. The RI visits the service in line with regulatory requirements and produces a report to support these visits and evidence engagement with staff and people. Staff we spoke with told us *“If we need anything we ask the RI and we get it without delay”*. There are robust quality assurance monitoring arrangements in place that consider the views of people using the service and staff working at the service. There is a clear plan in place for the improvement of the service, which indicates the provider is committed to providing a quality service. The provider understands legal requirements in regard to caring for vulnerable people and makes referrals to the Local Authority safeguarding team and ensures that Deprivation of Liberty Safeguards (DoLS) are in place for people who lack the capacity to make decisions in regards their care and accommodation. This ensures that all placements are lawful.

People can be assured they are who are safely recruited. We examined a selection of staff personnel files and saw that they all contain the required information to fulfil regulatory requirements. Pre-employment checks including references and Disclosure and Barring Service (DBS) certificates are applied for prior to employment commencing. These checks are important as they determine a person’s suitability to work with vulnerable people. The majority of staff we spoke with are happy working at The Waverley and said, *“it’s a happy place to work”*. A small proportion of staff told us morale is low in the home and the provider has assured us that they will look to identify and address the reasons behind this. Care staff receive training appropriate to the roles they undertake, and most staff are up to date with training. All staff receive formal supervision in line with regulatory requirements with all supervisions completed or scheduled. Supervision is important as it is an opportunity to discuss any practice issues or needs in a setting that is documented.

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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25	Care is not always provided in a way that promotes people's dignity, privacy and independence.	New
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Date Published 15/08/2022