



# Inspection Report on

**Timothy House**

**Cardiff**

## **Date Inspection Completed**

13/06/2023

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## About Timothy House

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Gofal Cymru Care Ltd
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">8 November 2019</a>
Does this service provide the Welsh Language active offer?	This service does provide an 'Active Offer' of the Welsh language and is starting to demonstrate efforts to promoting the use of the Welsh language and culture.

### Summary

People tell us they are very happy living in Timothy House and their representatives are consistently complimentary of the service. The care team is enthusiastic and dedicated to supporting people to achieve their individual outcomes. The home has the benefit of established and very experienced senior staff which positively impacts on the well-being and continuity of care people receive. New staff are suitably inducted and mentored.

There are effective systems for quality monitoring and the responsible individual (RI) demonstrates consistent oversight of the service. Care staff feel well supported and have access to policies and procedures which are regularly updated. People's care and support needs are documented in detailed personal plans which fully inform care staff of a person's routines, and choices. There are systems in place to keep people safe and the service caters for individual interests and hobbies. The service recognises and values the importance of sustaining a stable and diverse workforce to meet the needs of those using the service.

## Well-being

People receive person centred care and support and are involved in day-to-day decisions about the service they receive. The provider has effective admission procedures involving people, professionals, and representatives. People receive a Service Guide about what to expect when living at Timothy House, and the introduction of easy read service agreements will strengthen people's rights and choices. The statement of purpose sets out how the provider will deliver the service. The provider reviews the statement on a regular basis to ensure information is current and accurate.

Detailed personal plans focus on what is important to people, they are involved when the plan is updated to include changes to their care and support needs. Some professionals and representatives are informed when reviews are being planned. We found records relating to people's rights and choices detail their day-to-day decisions, such as attendance at medical appointments, activity levels and engagement with staff. People told us staff support them to take part in activities they enjoy such as fishing, going to work, weekly lunch dates with friends and learning to swim.

The provider applies for Deprivation of Liberty Safeguards (DoLs) and completes best interest decisions for people who require additional support to keep them safe. The provider understands their responsibility to inform the regulator of applications made to protect people. Staff told us they understand how to keep people safe and are confident in reporting concerns to the provider. Staff attend safeguarding training and have access to up-to-date policies relating to safeguarding and whistleblowing which are in line with current legislation.

People maintain regular contact with family and friends, and visitors are welcome in the home. Family members told us staff "*Know how to keep people safe*", *I am kept well informed*" and "*My family member is very happy, valued and listened to*". Staff speak to people with respect and are sensitive to individual needs.

The environment meets the needs of people living in the home and cultural identity is valued. People told us they '*love*' living in the home, and they feel like a '*family*' most of the time. On the day of the inspection people were taking part in activities of their choice with sufficient staff on duty.

## Care and Support

People benefit from continuity of care from kind and compassionate staff. The provider has thorough care documentation for each person living in the home. The service provider includes people and their representatives to review their personal plan on a regular basis. The provider understands their responsibility in maintaining consistency and inclusion of others when reviewing care documentation. Family members told us they share a positive relationship with the staff and management team.

People receive support to attend medication reviews and routine health appointments. Staff complete informative records about any appointments attended and future appointments are planned for people. We found daily care records are fully completed, and essential information about people's health and wellbeing is appropriately shared between staff. People's health and well-being is closely monitored, and staff know people very well, so the provider is prompt to respond to subtle changes in health needs. The care team work well with other health care professionals and appropriate referrals are made when needed. The provider can demonstrate action taken when a person's health or well-being may be in decline.

We found the process for the management of people's medication effective. There are safe procedures for accepting incoming medication. Suitably trained staff administer people's medication. The provider understands the importance of recording medication audits and for having alternative storage arrangements during extreme temperatures. The medication policy meets current guidelines.

People are offered a broad range of home cooked foods and have a choice of what they choose to eat and drink throughout the day. Staff encourage healthy choices but also acknowledge people's cultural and personal preferences. On the day of the inspection, we found people well presented, well kempt and dressed appropriately.

Care staff access detailed and up to date specific guidance and risk assessments providing further information about a person's care and support. The provider understands the need for staff to have the opportunity to continue to develop their skills, knowledge and understanding to consistently support purposeful outcomes for all people at the service.

## Environment

The home is well-maintained and decorated in a neutral but homely style. The environment supports the well-being of all people living there. People have access to ample space to move around the home and to enjoy activities of their choice. On the day of the inspection, we found all areas of the home in good order. Staff told us the provider is quick to resolve any maintenance issues in the home. Confidential information is stored securely.

People's bedrooms are unique and reflective of their personal interests, with family photographs, and cultural references. Bathrooms are furnished with suitable en-suite facilities. We found bedrooms to be clean and bedding freshly laundered. There is a good standard of hygiene and infection control throughout the home and staff complete daily cleaning routines. Weekly and monthly monitoring ensure systems such as water temperatures, fridge and freezer temperatures and hot foods are within a safe range.

Records relating to fire safety and maintenance of equipment is up to date and all people have a current personal evacuation plan. Staff receive fire safety training. The staff team complete fire evacuations on a regular basis and the provider is seeking guidance from Health and Safety Executive resources on best practice for recording fire drills. On the day of the inspection people were proud to show us their home and their personal space. People have access to a large, well kempt paved garden with ample pots and plants for flowers. The garden offers people a safe and pleasant outdoor area.

There are effective procedures in place to monitor the environment to keep people safe. Items that could cause harm to people are securely stored. The manager has oversight of the day-to-day operation of the service and the RI completes environmental audits during formal visits to the home. The RI speaks with people during the visit to seek their views about the home and opinions about what would make the environment better for them. House meetings and key worker meetings give people a voice to express their opinions.

## Leadership and Management

Timothy House benefits from an established and effective management structure. Areas of responsibility are clear to all staff. This positively impacts on staff continuity and the stability of the team. Staff consistently told us they feel listened to and valued, and their training and development is a strength of working for the provider. The manager and the RI are visible at the service and available to staff, people, family members and visiting professionals.

We found safe recruitment procedures in place for most staff employed at the service. The provider ensures all staff have a current Disclosure and Barring Service check and most staff are registered with Social Care Wales, the workforce regulator. Some staff have a recognised qualification and others are waiting to start their studies. We found staff numbers sufficient on the day of the inspection and the use of agency staff is significantly reduced.

Management retains oversight of care staff training, supervisions, and annual appraisals. The provider understands its responsibilities to test staff competencies annually in line with current guidance and for gaps in core training to be promptly addressed. The RI understands their responsibility and the importance of a robust supervision for management to include training, professional development, and well-being.

Systems for electronic record keeping, auditing, and monitoring of the service are consistently good. There is good oversight and analysis of accidents, incidents, and events. The RI and management team raise issues with the provider through weekly meetings. The RI regularly visits the home to speak with people and staff, and to sample care records for quality assurance. The RI understands the value of family input for future visits. Stakeholder's views and opinions of the service inform the quality care review. The RI updates the provider of how the service is performing. People can be assured the quality of the service is being effectively monitored by the RI and remedial action plans inform the provider of anything that is highlighted when seeking people's feedback.

There is a culture of effective and positive teamwork and staff consistently told us achieving the best outcomes for people living in the home is at the heart of the service. Throughout the inspection we found the RI to be open, honest, and keen to develop the service based on the findings of the inspection and the feedback from stakeholders.

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