



# Inspection Report on

**St Johns House**

**Cardiff**

## **Date Inspection Completed**

19/12/2023

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## About St Johns House

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	React Support Services Ltd
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	14/10/2021
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

### Summary

People's well-being is central to this service. Care staff encourage people to maintain their home, their health and overall well-being. They work closely with people to establish goals and achievements, people manage their own outcomes alongside the service. The service considers new and creative ways to support people to their best ability. The service works closely with other professionals to ensure collaboration and a multi-agency approach. There is a commitment to support people to live as independently as they choose and support them to manage their own well-being in order to avoid intervention, such as treatment and/or hospital admission. The service tailors care and support to the individual's specific needs and wants. Care staff receive excellent levels of specialist training and support. We saw people are consistently treated with dignity and respect by qualified staff. The manager and the Responsible individual (RI) are passionate, knowledgeable and visible. They maintain excellent oversight of the service and continuously facilitate different ways for people, care staff and professionals to provide feedback to enhance the service. The home is welcoming, clean and extremely personalised enabling a sense of belonging.

### Well-being

People have control over their day-to-day life. People are very involved in their care and the decisions which impact them. Plans are extremely detailed and include clear personal outcomes, these are regularly reviewed and managed by the individual so they can establish their own progress. People can access relevant information and professionals when they need to. People speak openly with care staff, management and have several formal ways to provide feedback and/or raise concerns. Evidence shows feedback is listened to and action is taken wherever possible. People told us *“We are very involved in our care and our suggestions are always taken seriously and looked into promptly.”*

People’s health is closely monitored by professionals and care staff. Peoples’ physical health as well as emotional health is well managed. The service utilises professionals to aid in training and develop different approaches to support people. We found creative ways to enable people to communicate when in distress or needing emotional support. People told us they are happy at the service.

People and care staff know how to raise concerns. The manager and RI are regularly visible and people feel they are approachable. Care staff receive excellent levels of training. Feedback opportunities are regularly available with different levels of management.

People are supported to learn, develop and achieve goals. Such as attend educational courses, start paid employment or commit to voluntary work. People are very passionate about their community and we saw lots of on-going voluntary work and fund-raising events are held throughout the year. People are supported to maintain and develop relationships. People are supported to do the things that matter to them such as craft, hobbies and travel.

People live in an inviting, clean and well-decorated home. People are very involved in the décor of the service and of their rooms including the colour of walls and artwork. People have the freedom to decorate and personalise their own rooms as they choose. Items aiding people’s well-being have been especially included at the service. There is a garden space available to people.

Peoples care is provided following comprehensive and robust assessments, completed by a range of professionals. The RI and manager are involved in assessments as well as a clinical team. This is to ensure everyone agrees the service can meet the persons needs in addition to ensuring that the person is compatible with others living at the service.

Plans are extremely informative, outcome led and identify vital safety measures. The service continuously involves and consults the person regarding their care. People identify their own personal outcomes and regularly track their own progress. Communal meetings are held and people feel feedback is listened to. People told us they have lots of opportunity to have their voices heard via meetings, forums and surveys, and that “*Staff genuinely welcome any suggestions that we have.*” We saw that care staff approach people with dignity and respect and they are consistently listened to.

Care staff understand individuals extremely well and know how to respond when people are distressed. The service has innovatively utilised skilled staff members to share knowledge and ways of working with other team members. Working together in this way has enabled the development of creative intervention and communication to support the person, especially during times of distress. This means care staff can support the person to understand and discuss their emotions and allow time for reflection. The service strives to support people, so they do not require hospital admission and/or treatment. Professionals fed-back that the service is good at gaining support and advice when needed.

A well-organised medication room is available, medication is regularly stock checked and audited by a range of staff managers and clinical professionals, this ensures excellent oversight. We saw any issues are identified and appropriate action taken by managers. We found people receive the right medication at the right time. Care staff receive medication competency checks.

People are passionate about their community and are immersed within it. We found every person volunteers in the community. People hold several fundraiser events throughout the year. People spend time with family and friends. We saw activities such as rock climbing, trampolining, trips to the cinema and winter wonderland. Activities out into the community have also enabled people to use public transport, developing their confidence. The manager told us people go on holiday abroad with family members and independently. This has been a huge achievement for people and has taken time, planning, support and encouragement to achieve. Some people have interests in gaining qualifications and staff support them to access appropriate courses. Feedback shows people feel the care and support is excellent.

## Environment

The service is extremely welcoming, nicely decorated and clean. The service is homely and has been decorated by the individuals living there, colours of paint and motivational artwork is picked by people living at the service. We also saw a 'wall of Wales' which includes art of iconic Welsh locations and a Welsh 'word of the week'. Welcome packs including essential items such as toiletries are provided to people moving into the service. We saw the service purchased a swing chair to aid people's emotional well-being. There is also a small library of books which people told us they enjoy. People enjoy being creative. We saw people create their own posters for in-house events. People have also been contributing to a pompom wreath, updating this through the seasons.

The manager told us how important it is for people's well-being that they feel 'at home' and comfortable in their surroundings. People's rooms are extremely personal and private. Care staff and managers ensure consent is sought before entering someone's rooms. Vacant rooms are nicely decorated but people can choose to update their rooms, hand picking their own curtains, bedding and colours as well as adding pieces of art or pictures. People are very proud of their rooms.

There is a garden space available where people have been supported to plant flowers. Some people enjoy gardening and we discussed with management the possibility of expanding this opportunity within the garden. Following people's feedback the service added a sheltered area. This is sometimes used as a shelter for people to smoke, appropriate ashtrays are in place to maintain safety. The manager told us about plans to utilise the space for other activities in the summer.

Excellent health and safety systems are in place including management audits and oversight. Some people fed-back it can sometimes be difficult to communicate with others in the building due to the layout of the building. We discussed this with the manager and the RI who are keen to consider and implement ways to resolve this. People have access to a clean and well organised kitchen. There is a laundry area also available to people. People's risks are well assessed and all have a Personal Emergency Evacuation Plan in place. Professionals carry out regular checks on safety equipment, such as fire extinguishers to ensure they are safe to use. People told us "*The house is comfortable and homely.*"

## Leadership and Management

There is an effective, knowledgeable manager in place who is proud of the service and all they achieve. We saw people approach the manager with confidence to discuss issues and ideas. People told us "*Managers are friendly and approachable.*" The service supports

people to build and maintain relationships as well as invests in matters important to people such as voluntary work. Professionals fed-back that the service has a 'can-do attitude'. We saw that professionals such as dieticians and the police have provided specialist training, and the service collaborate alongside them to develop the best approach and support for people. Professionals fed back that "*Risks are dealt with promptly and effectively.*"

An electronic system has been implemented following staff feedback. Managers can access this system to see live updates regarding peoples care and maintain oversight. Regular audits are completed. The manager regularly analyses information to improve people's experience at the service. Audits use a 'layered approach' to ensure excellent oversight from all levels of management. These include personal plans, health and safety and people's overall well-being.

Care staff receive excellent levels of training and support and are safely recruited. Care staff are encouraged to learn the Welsh language through games and competitions. The manager has recently completed a medication course enabling them to deliver in-house training when required. Everyone we spoke to said the manager is very supportive and is "*always there.*" Consistent care staff receive regular supervision and specialist classroom training which enable them to understand their role and the people they support. Care staff also have regular reflection meetings to ensure staff can discuss issues and share good practice. 'Team Learning forums' are facilitated where service updates are provided alongside training. Care staff have regular opportunity to feedback to the service. Following feedback, the service implemented a 'core' set of policies. These enable staff to understand and access critical knowledge. A newsletter is sent to update staff on changes and share their achievements and success stories. Care staff have very good knowledge of dealing with concerns and know how to report internally and externally. One person said "*Everyone is very supportive and really wants you to succeed and progress.*" Professionals fed-back to the service that it is an "*Absolute pleasure working with the staff.*" People told us "*Staff are friendly and approachable.*"

The RI maintains excellent oversight of the service through visits to the home and completing a quality of care report. Everyone knows who the RI is and describes them as friendly and approachable. The RI gains direct feedback from people and care staff as well as holds a regular forum. Forums enable people to attend meetings directly with the RI with no staff or other management. One staff member said the RI "*actually takes onboard what is said and suggested by them.*"

### 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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