



Inspection Report on

Kellis

Hengoed

Date Inspection Completed

30/10/2023

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About Kellis

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Partnership of Care Ltd
Registered places	3
Language of the service	English
Previous Care Inspectorate Wales inspection	11 March 2022
Does this service promote Welsh language and culture?	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

Kellis provides care and support for three people. People are happy and live in a homely environment. Care workers know people well and support them to achieve personalised outcomes. High quality care planning documentation helps people achieve emotional and physical wellbeing. People are supported to live as independently as possible, and positive risk taking is encouraged. People live fulfilled lives. Activities are varied and plentiful, and people do the things that are important to them.

The manager is dedicated to delivering good quality care and has embedded robust quality assurance processes to help achieve this. The Responsible Individual (RI) is familiar with the service and knows people well. RI quarterly visits and Quality of Care reviews are completed in-line with the regulations and help aid continuous development. Care workers are suitably trained and well supported.

People are mostly safe, but some improvements are needed to safeguard people further. Medication management and health and safety processes require strengthening to ensure people are consistently safe. Safe recruitment checks for care workers are not robust enough and need improvement.

Well-being

People are treated with dignity and respect by a familiar care staff team. High quality personal plans focus on what is meaningful to people. Personalised outcomes are developed with people to promote their skills and enhance wellbeing. Outcomes are reviewed via weekly keyworker meetings and adapted if needed. Progress on outcomes is recorded in a way that people can understand, for example, photographs are used to give people a visual representation of progress on their outcomes. People's uniqueness and achievements are celebrated using monthly wellbeing reports that are shared with people, their representatives, and other key stakeholders.

Care workers are provided with comprehensive care planning documentation that enables them to deliver person-centred care. This means care workers tailor their care delivery to suit the needs of the person. Personal plans are written from the perspective of the person, so that support can be delivered in a way meaningful to them. We observed care workers interacting with people in a respectful and light-hearted manner which made people happy. Humour and tactile stimulation are used to create a positive environment and provide people with emotional support. Positive techniques are used to support people in line with their support plans. Detailed risk assessments help to keep people safe. People are encouraged to live independently for as long as possible and positive risk taking is encouraged where it enhances wellbeing. Regular and varied activities are based on people's interests and ensure people live fulfilled lives. Every person has their own activities file which has been developed with them to include the things they like doing.

Care workers proactively offer people a range of quality snacks and meals, and regular fluids, to keep them healthy and hydrated. Medical advice is sought promptly when needed and the service has links with specialist health services to further promote individual wellbeing. Health needs are well detailed in personal plans and risk assessments; these are reviewed regularly and updated when needed. Medication procedures need strengthening to ensure people's overall wellbeing is consistently maintained.

People live in a suitable environment that promotes wellbeing. Bedrooms are personalised and communal areas are homely. A sensory garden is used as a space for people to relax. People's bedrooms are due to be redecorated and new furniture has been ordered to improve the environment further. Health and safety procedures need strengthening to ensure people's safety is maintained in a consistently safe environment.

Care and Support

People are cared for in a way that is meaningful to them. Care and support is tailored based on the needs of people and delivered in-line with high quality personal plans. People's needs are fully considered and reviewed regularly to ensure personal plans are accurate. Personal plans provide sufficient detail to enable care workers to deliver the best possible care. People are supported with personal development and are encouraged to reach their full potential. Meaningful, personalised outcomes are devised with people to develop independent living skills and do the things that make them happy. Personal plans focus on people's strengths. People are treated as individuals and their uniqueness is celebrated. Monthly wellbeing reports celebrate achievements using photographs of activities undertaken that month. Activity logs are used for every person to record what they did and how this made them feel.

People are supported with their emotional wellbeing. Care workers respond positively to people's emotional needs. We observed care workers using positive techniques to comfort someone at the time of our inspection which had a positive outcome for them. Risk assessments and support plans provide care workers with positive and proactive information to help mitigate risks and improve well-being. Restrictions are kept to a minimum and only used in people's best interests. Restrictions are reviewed regularly so that people are not restricted unnecessarily. People engage with their keyworker at weekly meetings to discuss outcomes. People are asked what they would like to do to further enhance their wellbeing. This feedback is acted upon promptly. People are encouraged to discuss any concerns they may have with their care workers. Advocacy information is available for people if they need it.

People are supported to be maintain good physical health. Health advice is sought when needed and referrals are made to specialist services to enhance wellbeing. People enjoy a healthy and varied diet. People are supported by care workers to take medication. Medication processes require strengthening to ensure people are consistently safe and healthy. Medication administration forms do not include sufficient information for care workers to safely administer medications. This has led to some minor medication errors. We expect the provider to take action to address this and we will follow this up at the next inspection.

Environment

People live in relaxed environment that suits their needs. People's bedrooms are personalised and reflect their personalities. Communal areas are comfortable and homely. People benefit from a sensory garden which they use to enhance their wellbeing, especially if they are feeling upset. We observed people walking around the home freely and using different rooms to relax and socialise with each other. The service is well maintained. We understand that renovation work is planned to further enhance the service's interior. The service was decorated with seasonal decorations at the time of our inspection which seemed to have a positive impact on people. The service is secure and helps to keep people safe. We were asked to sign in the visitors' book upon our arrival and present identification.

The service has effective infection control processes in place to manage the risk of infection. A robust infection control policy promotes hygienic practices and a thorough cleaning schedule helps ensure the service is clean. We were asked to sanitise our hands upon entry to the service.

Consistent health and safety checks are completed. Fire drills take place regularly and every person has a personal emergency evacuation plan (PEEP) detailing specific support they would need in the event of an emergency. Appropriate health and safety policies and risk assessments help keep people safe, but improvements are needed to ensure consistent steps are taken to mitigate risks. We identified several outstanding findings from an external fire inspection where required action had not been taken. One of these findings was of high priority which puts people at significant risk in case of a fire. We were offered assurance this would be acted on promptly. We also identified some substances hazardous to health were accessible via an open laundry room door. We expect the provider to take action to address this and we will follow this up at the next inspection.

Leadership and Management

People are given accurate information about the service via the Statement of Purpose (SOP). Comprehensive key policies underpin a smooth and effectively run service. Sound governance arrangements have been embedded by the manager who is dedicated to providing good quality care to help people achieve their personal outcomes. Robust quality assurance systems are used to aid continuous development and improvement of the service. Communication with the regulator (Care Inspectorate Wales) relating to notifiable events needs improvement to ensure people are safe. We expect the provider to take action to address this and we will follow this up at the next inspection.

The Responsible Individual (RI) has good oversight of the service and knows people well. We observed people greeting the RI with genuine fondness and excitement. The RI undertakes quarterly visits to the service in-line with their regulatory requirement. Feedback is sought from people and their representatives, and analysis is undertaken of key documentation and events as part of the RI's Quality of Care review. Actions are developed to aid continuous improvement of the service.

People are supported by care workers who have appropriate knowledge, competency, and skills to help them achieve their personal outcomes. The service employs an appropriate number of care workers to safely support people. Care workers are mostly suitably trained; we were offered assurance that any outstanding key training is booked for early 2024.

Care workers are dedicated to their roles and offered positive feedback about the service. One care worker we spoke to highlighted what positive impact the continuity of care from a familiar staff team has on people; they told us *"Brilliant care and support is given to people. Staff have been at the service for so long, they know everyone really well. Staff work really well together as a team."* Care workers told us they feel well supported by the manager and RI; one care worker told us they *"Feel supported 100%"* Care workers are supervised in a meaningful and timely way to aid professional development and reflect on practice.

People are mostly safe from harm and abuse. Care workers we spoke to told us they had no concerns about the service. Care workers correctly identified how to report a safeguarding concern if they had one. Care workers are mostly recruited safely and have Disclosure and Barring Service (DBS) checks in place, although we identified some missing safe recruitment checks. This included a full working history which is required by the regulations for all care workers. We expect the provider to take action to address this and we will follow this up at the next inspection.

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
58	Arrangements in place to administer medication were not consistently safe.	Not Achieved
57	Health and safety processes in place are not robust to ensure people's safety is consistently maintained.	Not Achieved
35	Full and satisfactory information or documentation was not available for all persons employed at the service with regards to Part 1 of Schedule 1.	Not Achieved
60	The service provider had not notified CIW of events as required.	Not Achieved
19	The information guide does not contain details of how to make a complaint or the availability of advocacy services.	Achieved
44	The toilets, shower room and bathroom was not appropriately equipped to maintain satisfactory standards of hygiene.	Achieved

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