



Inspection Report on

Clock House Residential

**Coast Road
Holywell
CH8 9DZ**

Date Inspection Completed

15 March 2022

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About Clock House Residential

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Clock House Residential Limited
Registered places	9
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	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 need of people who intend to use the service.

Summary

The home is well situated for people to attend their recreational, educational and occupational activities. People are supported to follow interests and activities that will help them achieve their goals. They are fully involved in all decisions that concern them, their choice and control promoted and respected. Staff are well supported and trained to carry out their role effectively. They feel valued and are listened to, feeling their contributions make a difference. The manager is keen to run a good service and has checklists she reviews to monitor progress in all areas of the operation. Care planning is well organised so that information can easily be found and plans are frequently reviewed to ensure they still reflect people's needs and aspirations. Personal plans are developed with full consultation of the people at the heart of those plans, their views captured and their outcomes recorded and planned for. The environment has benefited from an extension and people have spacious bedrooms that accommodate their personal belongings and reflect their individual interests. The garden is equipped for growing vegetables and sitting out and the manager is in discussions with people living at the home on how the gardens can be further improved. The service is well run and people enjoy living here.

Well-being

People have control over their day to day lives. Plans are written in full consultation with the people who live in the home, activities of daily living are agreed and a structured plan is designed to meet people's needs in a way that provides a sense of security. Plans direct staff to support in a way that promotes people's independence and utilises their strengths. People express their aims and ambitions with their key workers and these are made achievable through careful goal planning. People are confident to discuss and debate issues because they trust staff and the relationship they have with them is relaxed and familiar. People voice their views freely, exercising choice on all matters concerning them.

Staff support people to maintain and develop their physical, mental and emotional well-being through carefully considered personal plans. Staff know people well and the support provided caters for their wishes and desired outcomes. People maintain relationships with others inside and outside the home, supported to do so in a way that ensures their safety while maintaining their privacy and dignity. People access health professionals when they are needed, attending appointments with support. They keep fit through their enjoyment of sport, working, gardening and following their various recreational activities. There is a matching system which ensures people are supported to partake in activities by staff who share the same interests and have some knowledge on the subject.

People are protected from abuse by staff who are well trained and knowledgeable about the people they support. The policies and procedures in place help to ensure people are kept safe in and outside the home. Both generic and very specific individual risk assessments help ensure best practice and safe support. Staff know what process to follow if they are concerned about any person's care.

The accommodation suits the people who live there. Rooms are spacious, warm and comfortable. People's use of their electronic devices is supported by sufficient electrical points and wifi. People can prepare their own food in the large kitchen and choose any of three lounges to sit in if they don't want to go to their room. The garden provides designated space for growing vegetables but would benefit from more development now that work to the extension is completed. The manager is addressing this.

Care and Support

People are provided with the quality of care and support they need through a service designed in consultation with the individual and which considers their personal wishes, aspirations and outcomes of any risks and specialist needs. We saw care documentation is very thorough and personalised to capture people's unique aspirations and needs. Each person has signed and agreed their plan. Records illustrate people engage in a range of recreational, educational and occupational activities according to their personal aspirations and outcomes. On the day of the visit, people left the home to attend local places of work and the day centre next door to the service, where they can earn an income and learn new skills. People socialise at local hospitality establishments and go for their own shopping to local supermarkets. We saw certificates of achievement are kept in peoples files and an award for best chickens displayed in the hall. One person enjoys taking care of chickens and getting them ready for competition. Specific personal aims and ambitions are made achievable through careful step-by-step goal setting. People enjoy doing what they want within a structured plan so they are clear about where and when activities are taking place. We saw personal plans are reviewed every month. Activities are risk assessed to ensure people are safe. Relationships are encouraged and supported inside and outside the home; people are supported to meet others outside the home in a way that ensures their safety while respecting their privacy and dignity. Every effort is made to fully involve people in the support they need to live how they want. There are no people using Welsh as their first language and no documentation is currently provided in Welsh.

People are supported to access health care when needed. A monthly personal health and well-being record illustrates people have appointments with GP's, dentist, opticians, mental health specialists and their social workers. Individualised records show 'who I saw', 'why I saw them', and 'what happened', all in an easy read way to help people understand their health needs. People enjoy physical exercise from playing in local football teams and watching local teams play. Comprehensive, up to date documentation ensures care staff are all aware of people's challenges and training is provided to ensure they can meet these needs. Documentation and our own observations, show each persons' risks and health needs are met with carefully planned input from staff who respect people's differences, rights and independence. We read very positive feedback from social workers about care and support provided.

During the pandemic, the service built a visiting pod to make it possible for people to keep seeing their family and friends. Sanitisers are around the home. We heard people being reminded by support staff to take a face mask out with them. Visitors only come in to the building after a temperature check and are asked to evidence they have tested negative for coronavirus.

Environment

Service providers ensure individual's care and support is provided in an environment that helps promote achievement of their personal outcomes. The house is large and provides ample space for people to choose where they want to spend their time. There are three lounges and bedrooms are spacious allowing for lots of personal belongings. We saw people have electronic devices and phones, televisions and music systems in their rooms for their entertainment and socialising. The provider has purchased a karaoke machine for people to enjoy and we saw photographs of people having a good time and singing in parties and celebrations. Outside there is a large polythene tunnel and raised beds for people to enjoy planting their own vegetables. There are some seating areas but more space could be designated to sitting out and enjoying the sun. Following the erection of an extension to the home, some parts of the grounds are still rough with rubble and crushed stones but the manager confirmed this is being addressed. The manager is in discussion with people living at the service about developments for the garden.

The manager has identified and mitigated risks to health and safety through risk assessments and providing training to staff at the home. There are thorough individual and generic risk assessments completed; the home is maintained by a designated person and records are kept of areas requiring attention. Staff inform the maintenance person of any issues they find through a daily communications record so that matters are resolved quickly. We saw fire equipment and alarms are tested and fire drills carried out. Water temperatures are tested at every outlet every day when bathing and once a week to reduce risk of scalding, and the boiler is checked to ensure no risk of legionella. Fridge temperatures are recorded to ensure safe storage of food.

Leadership and Management

The service provider has governance arrangements in place to support the smooth operation of the service and ensure high quality care and support is provided. Records show the responsible individual visits the home every week and carries out monthly audits of the service. A quality assurance review is undertaken to ensure people's continued satisfaction. There are a range of policies staff have to familiarise themselves with to make sure the service is run safely and as intended, and the manager has a 'policy of the week' staff are required to review to help make sure it is fresh in their memory. Staff meetings help ensure all are kept up to date with any information coming in to the home and remind them of people's upcoming appointments. Each time the manager meets with the responsible individual, a check list is revisited to ensure ongoing progress with training, supervisions, staff meetings, resident's plans, assessments and risks. There are two people who are designated 'Welsh language champions' and they would take a lead in promoting Welsh language in the home, but the service does not currently provide an 'active offer' of the Welsh language in all areas of operation. There are no bilingual documents and little Welsh signage.

People are supported by trained staff, safely employed in sufficient numbers. We saw the manager carries out all the required checks to vet people before they are employed. Training records show staff are equipped with the knowledge they need to meet people's needs. They are supported through an ongoing supervision programme. Both residents and staff have 'one page profiles' to inform each other of their skills, areas for development, interests and aspirations; a matching tool is used to ensure the most appropriate staff are key workers for people with similar interests and hobbies. Annual appraisals of staff help keep track of areas for development so that knowledge is enhanced. We spoke with staff who praised the manager for being supportive. They said *'she listens and values everyone for their contributions'*. We read in the quality assurance documents, staff said *'I can see myself retiring with this company, I feel very supported'*.

The provider has oversight of financial arrangements and investment in the service so that it is financially sustainable and supports people to be safe and achieve their personal outcomes. We saw investment has been made in the house, all rooms are well decorated and people have the furniture they want and need with some having more comfortable three quarter size beds as opposed to single. The three lounges have televisions, music systems and comfortable sofas. Some additional investment is needed in the garden now that the work to the extension is completed and the manager is involving the residents in decisions to be made about this.

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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