



Inspection Report on
Innovate Trust Respite Service (Short Stay Service)
Cardiff

Date Inspection Completed

14/08/2023

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About Innovate Trust Respite Service(Short Stay Service)

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Innovate Trust Ltd
Registered places	4
Language of the service	English
Previous Care Inspectorate Wales inspection	02 February 2022
Does this service promote Welsh language and culture?	'The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.'

Summary

Innovate Trust Respite Service (Short Stay Service) offers a homely and friendly environment for up to four people. The home suitably meets the individual needs of people who choose to take their respite with the service. People are consistently happy with the care and support they receive. Person centred support is at the heart of the service and people enjoy spending time with dedicated and experienced care staff. People's independence, choices and participation is at the forefront of service delivery. There is good written information for care staff to follow about people's needs, preferences, and routines.

Care staff access well written care documentation, and updates about a person's care and support needs are clearly recorded. Policies and procedures available to care staff are reflective of current guidance. There is positive communication between the management, people, and their representatives. The service communicates well, and people feel able to raise issues and are confident these will be acted upon. There is good oversight of the service by the responsible individual (RI) and there is effective quality monitoring.

Well-being

People and their representatives are fully involved in planning their care and support with the service. The service offers people the opportunity to enjoy their short stays doing what they enjoy, and whenever possible, with friendship groups at the same time. Compatibility of people taking their short stays is well managed by the staff team. The service considers each person's individual circumstances, and their short stay is tailored to meet their needs. Care staff and management know each person well and their representatives told us staff have a good rapport with people. People's person outcomes are consistently met.

Information is shared appropriately between the service and the person or representative to ensure they are as happy and healthy as they can be. When there are changes to people's care needs and health, these are effectively communicated to care staff. The service supports people to be active and participate in things they enjoy. Representatives are kept well informed and told us people experience plenty of social opportunities and the service caters for people's hobbies and interests. The service offers continuity of care with an established care team which representatives told us is important to them. Care documentation, risk assessments and positive behavioural support plans are in place and regularly reviewed to keep care staff well informed.

The provider has procedures in place to protect people from abuse and neglect. Care staff receive training in safeguarding. There are policies and procedures in place in relation to safeguarding and the RI consistently maintains regular oversight of the service. The provider follows safe recruitment procedures and care staff receive regular training and supervision, which is important to maintain their skills, knowledge and understanding of their role. There is thorough oversight of the suitability of the environment. Representatives told us it is important to them knowing people are safe whilst staying at the service.

Care and Support

People can expect continuity of care from the service. The service takes the opportunity to meet new people to ensure they are consulted with and to confirm their needs can be met. Before deciding to access the service, people visit the home and make an informed decision about whether they would like to stay overnight. Care staff are fully informed about new people and how to meet their personal outcomes.

People and their representatives are given the opportunity to contribute to their personal plan to ensure their preferences and choices are known. The service efficiently communicates with people prior to each stay to ensure they record any changes to keep care staff well informed. The service maintains good relationships with family members and representatives and written feedback is provided after each stay. We found people's outcomes are consistently met, their personal preferences catered for, and activities individualised. Personal plans are kept under regular review.

There are good procedures for supporting people with their medication and there are appropriate arrangements for safe storage and administration. Care staff are trained to safely administer medication. Records relating to medication administration are complete. The medication policy available to care staff is up to date and in-line with current guidance. Care staff receive training in a variety of core subjects and are suitably skilled and knowledgeable.

People choose how to spend their time, who they spend their time with and what they would like to take part in during their short stays. The service offers people a range of foods during their stay and care staff follow professional advice when people require additional support with eating and drinking.

People's representatives told us they are happy with the level of care and support which is delivered with dignity and respect. People feel listened to, and their preferences catered for. Representatives said they felt strongly about the service delivery being safe, well-managed and staff being caring, dedicated and kind.

Environment

There is good oversight of the environment and repairs are reported directly to the manager. There is planned maintenance in the home to redecorate the communal areas. The RI visits the home on a regular basis to monitor the quality of the environment. Representatives told us there is always “*A warm welcome and a smiling face greeting you at the door.*” The service maintains safe records of visitors to the home.

There is suitable and accessible equipment available to support people's needs and provide comfort. We found up to date service records and all equipment is clean and well maintained.

Care staff complete fire safety training and regular drills. Fire equipment records are complete. All people staying at the service have a personal emergency evacuation plan (PEEPS). During the inspection we found some fire doors did not fully close, but the manager took immediate action to resolve the issue. Storage areas that contain substances that could cause harm to people have the facility to be locked, but we found some doors open. There are good infection control measures in place and ample personal protective equipment (PPE) available to care staff. The home is clean and well-maintained.

The garden provides people with a pleasant, accessible outdoor space which is a decked area with ample seating, a BBQ and potted plants and flowers. The bedrooms are neutrally decorated to cater for all tastes. Each bedroom has a smart speaker for people to use during their stay and this technology in the home supports greater independence. Suitably sized communal areas are available to people, such a lounge and kitchen dining area.

Leadership and Management

The staff team structure is clear. Management and team leaders are experienced and knowledgeable, they provide care staff with effective support and guidance. The RI maintains oversight of the service and keeps the provider informed of the quality of the service people receive. The RI visits the home on a regular basis. During the visits the RI looks at care and support records, the environment and records relating to accidents, incidents, and safeguarding matters. The quality care review is detailed and lets the provider know how the service is performing and informs them of actions to take to improve service provision. People's opinions matter to the service and every effort is made to seek their views and feedback about the service. The provider seeks the views of care staff and other professionals which fully inform service improvement.

Representatives told us the communication with management is good and they are confident to raise concerns should they have any. Care staff told us they feel valued, supported, and well-informed to provide support to people using the service. Care staff are suitably registered with Social Care Wales, the workforce regulator and a majority have completed relevant qualifications.

We found recruitment records complete and safe pre-employment checks in order. Care staff receive thorough and comprehensive training to understand the needs of people using the service. Experienced and established care staff mentor new staff to support and develop their practice. Most care staff receive timely supervisions, but the service provider assured us that appraisals are scheduled which is important to reflect on their performance and professional development.

Information about the service is available to people and representatives. The statement of purpose accurately describes the service people receive and is kept up to date.

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
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