



# Inspection Report on

**Thompson Court**

**Cardiff**

## **Date Inspection Completed**

05/08/2024

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## About Thompson Court

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Accomplish group ltd
Registered places	3
Language of the service	English
Previous Care Inspectorate Wales inspection	16 December 2022
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

### Summary

Thompson Court is a residential home for people aged eighteen and over, with varied mental health needs. It is a person-centred service providing high-quality care, which supports people to live happy, healthy and increasingly independent lives. The vision for the service and ethos around rehabilitation and recovery is clearly set out in the Statement of Purpose.

People are happy with the care and support provided at Thompson Court. Person-centred care documentation assists staff to support people and promotes positive risk-taking. Systems are in place to help protect people from abuse and harm. Highly dedicated care workers treat people with dignity and respect and have a good understanding of the needs of the people they support.

The manager leads by example, working in partnership with people, staff and professionals to provide a safe, reliable service that is exceptional and enhances people's lives. Care workers enjoy working at the service and feel well supported in their role. Governance and quality assurance is overseen by a proposed Responsible Individual (RI) who visits the service regularly to discuss provision with people and staff.

People live in an environment that is safe and supports them to achieve their well-being outcomes.

## Well-being

People are protected from harm and abuse, as far as is possible. People have risk assessments and management plans in place, helping to keep them healthy and safe. There are also generic risk assessments which highlight possible risks within the home. Care workers receive safeguarding training and there is a safeguarding policy which is aligned with current national statutory guidance. Care workers we spoke to said they are aware of their safeguarding responsibilities and the process for reporting concerns.

People are encouraged to become as independent as possible and make choices regarding how they live their lives. People meet their personal goals because they receive personalised support from an outstanding service. People are supported to develop life skills like cooking, maintain their environment and medication management in preparation for a more independent type of accommodation. A care worker told us *“The home is able to work in a person-centred manner which over the years of working here I have observed significant improvement to the life and independence of people we support.”*

People have control over their day-to-day life and a say in how their service is run. People are encouraged to voice their opinions and are treated with dignity and respect. People are involved in their care planning and contribute to reviews of their care documentation. Personal plans are up to date and accurately reflect people’s needs. People’s views on service provision are collated to help inform improvements. The consistently positive feedback from people regarding care workers indicates they are kind, considerate and respectful.

The service supports people to remain happy and healthy. Routine health appointments, timely referrals, and close working with health and social care professionals ensure people are supported to maintain their health. Care workers know the people they support well and can recognise physical or mental health issues quickly. There are robust medication management systems in place ensuring people’s medication is stored and administered safely. A visiting healthcare professional told us *“There is great communication between service users, staff and healthcare professionals. All members of staff I have met understand each service user’s health conditions and needs.”*

People are not able to receive the service in Welsh if they want it. There is no current demand for the service to be delivered in Welsh at present. The provider is aware of the ‘active offer’ to provide a service in the medium of Welsh and will look to address this should the demand change.

## Care and Support

People are supported to achieve their goals and experience high-quality outcomes at Thompson Court. The service uses innovative and creative ways to support people, doing this consistently in person-centred ways. People's achievements range from regaining important physical and mental functions, being able to achieve important life goals, maintaining important family contact, and moving on from the service to live independently in the community. The service is sensitive to and respectful of people's cultural backgrounds, supporting them to actively promote this. People have things to look forward to. They follow their interests and take advantage of opportunities to learn new skills. A care worker told us *"The staff team offer and promote meaningful activities for the residents to improve their confidence and well-being."*

People are happy with the highly effective care and support they receive at the service. Personal plans detail people's goals and preferences. Staff know the people they support very well and understand how to positively support them. Detailed risk assessments are in place. These highlight potential risks and strategies for keeping people safe whilst also highlight the benefits of taking risks, allowing people to experience positive risk taking. People told us they lead lives of their choosing, they are developing their independence, and their wishes and views are sought and respected. Care and support is tailored to individual's needs. Deprivation of Liberty Safeguard (DoLS) applications are made where people lack mental capacity to make decisions about their care and accommodation and need to be deprived of their liberty to keep them safe.

People receive support which enhances their physical and mental well-being. Care workers know what is important to people and how to support them to achieve their personal goals. Care workers promote independence by encouraging people to do as much for themselves as possible. For example, they support people to compile a healthy menu and shop at their preferred supermarkets. People are also prompted to carry out cleaning and laundry duties. People are allocated a key worker and experience good continuity of care from a stable staff team. Systems are in place to facilitate the safe management and storage of medication. Medication is stored securely and can only be accessed by authorised care staff. A visiting health care professional told us the service does well in providing individualised care and support whilst promoting the persons independence. They also said *"Every interaction I have had has been positive with staff. Great advocates for the service users."*

## Environment

People's well-being is promoted by living in an environment that is clean, safe, and suitable for their needs. The home is comfortable throughout. We saw that people can personalise communal areas and their own rooms to their preference if they chose to, which promotes a sense of belonging. A sense of community is created in communal areas between people and care staff, as people are encouraged to use the different spaces for activities they enjoy. The home has a communal kitchen and lounge, which we saw people using at their leisure. Care workers encourage people to maintain their private space and people take turns to use the laundry and kitchen facilities.

People feel at ease in their surroundings. A care worker said *"The home has a positive environment, and all staff genuinely care for the people we support. If my own family were supported in this home, I would have peace of mind that they are in good hands and their wellbeing would always be paramount."* We saw people were relaxed and comfortable in their environment.

There are measures in place to reduce risks to people's health and safety. The home is welcoming and friendly but has strict security measures in place to keep people safe. It is secure from unauthorised access, with visitors required to sign before entry and upon leaving. The kitchen facilities are appropriate for the home, having achieved a Food Hygiene Rating of 5, which means 'very good'. There is a small secure garden area to the rear of the home.

People live in a home which supports their well-being. The service is easily accessible to local facilities available in the community. A care worker told us *"Thompson Court is in a very good location for accessing many of the city's amenities. It is a quiet environment also."* The home is maintained to a high standard. An ongoing programme of maintenance, checks and servicing promotes environmental safety.

## Leadership and Management

People live in a well-run home which aims to maximise their potential. The service uses innovative and creative ways to support people, doing this consistently in person-centred ways. The service works with members of the multi-disciplinary team to manage risks to people's safety and well-being and ensure they are being supported in the least restrictive way.

The service is led through effective and compassionate leadership, which values the well-being of people and staff. The Manager leads with skill and passion. They promote a positive culture in the home and a strong sense of teamwork amongst staff. Staff morale is high, creating an upbeat, positive atmosphere. A care worker told us *"I believe if it wasn't for the trust and support from management for pushing me, showing no doubt I can do it has help me a lot with wanting to progress."* Another care worker said *"staff and management are very supportive. The culture and training is good."*

People have good relationships with care staff. A small team of highly motivated and committed care workers are employed at the service, which allows people to develop strong relationships with care workers. Safe recruitment processes ensure staff have the necessary skills and qualities needed for working in the care sector. Care workers feel supported in their roles and receive regular, relevant training so they remain sufficiently knowledgeable and skilled. A care worker commented *"we are a small service and staff team. I believe this enables us to develop trusting, professional relationships with the people we support."* People we spoke to provided complimentary feedback regarding care staff.

The oversight and governance of the service are highly effective. People are regularly consulted and are encouraged to voice their opinions on all aspect of service delivery, via regular reviews, residents' meetings, and formal opportunities to inform quality assurance processes. There are robust systems of audit to monitor the quality of the service and drive improvement. The proposed RI has good oversight of the service, undertaking three-monthly service visits to meet with people and staff. Written information such as policies and procedures are kept under review and guide staff to ensure best practice is followed. A care worker said *"I would recommend working here as the role itself is enjoyable and rewarding. There is a very supportive team/manager and a good work/life balance."*

### 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.

### 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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