



Inspection Report on

Forest House Residential Care Home for Adults with Learning Difficulties

Newport

Date Inspection Completed

09/07/2024

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About Forest House Residential Care Home for Adults with Learning Difficulties

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Dean Hunt
Registered places	3
Language of the service	English
Previous Care Inspectorate Wales inspection	[29 June 2023]
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

People are happy living in the home and told us about the positive impact it has made to their lives. People experience the opportunity to engage in their local and wider community. The home has a homely and comfortable atmosphere, and people appear relaxed in the environment. We observed people making their own drinks and small meals, and freely accessing the space.

The responsible individual (RI), who is also the service provider, works in the home as the manager. This enables them to lead an active role in the service development as well as day to day running of the home. There are systems in place for oversight and governance.

Staff working in the service are experienced and have worked there for a long time. They have built positive and caring relationships with people living in the home and speak warmly about progress made by people. Staff have frequent supervision and feel at ease raising any issues or ideas with the manager.

Well-being

People have control over their day-to-day lives; they told us they experience a sense of “*freedom*” to do the things that are important to them. People know and understand what care, support and opportunities are available and use these to help achieve good well-being. There is a written guide to the service which gives people information about the service and what support is available to them. The guide is written in plain English and is easy to follow. We saw people are treated with dignity and respect and treat others the same. Care workers have a good understanding about how to alter their approaches to meet people’s different needs and preferences. Peoples’ individual circumstances are considered and supported by the familiar staff team and manager. People living in the home praise the care workers and hold them in high regard. Care workers are responsive to people’s needs and care and support is given in a timely manner.

The service encourages people to be healthy and active and do things to keep themselves healthy. There is a focus on supporting people’s physical, mental, and emotional wellbeing. We saw records of the service supporting people to attend frequent health appointments, and annual health checks. People contribute to the decisions that affect their lives. The service has recently supported people to vote in the General Election. People told us they feel valued in their communities.

There is a safeguarding policy and procedures in place to keep people safe from harm and abuse. Care workers understand their role in relation to safeguarding people. The RI seeks regular feedback from people about their lives in addition to the time spent there as manager. People are informed about how to raise concerns.

The RI considers the suitability of living accommodation when considering any potential new referrals to the home. The environment is homely, and people go about their daily activities with ease, and without restriction. People have access to specialist equipment to support them in the home as required. The home has recently had some updates with a new roof and decking added. People’s preferences and personalities are reflected in their bedrooms. The manager intends to increase the presence of photographs and items in the communal spaces.

Care and Support

People told us they benefit from the care and support they receive. Care workers support people patiently; we saw warm and positive interactions throughout the inspection. The home environment is relaxed, and people enjoy spending time engaging in activities in the home as well as the local area. We observed people helping themselves to food and drinks and preparing their breakfast. People appear content and at ease in the home. The home has a Food Standards Agency rating of four meaning good food hygiene; people told us the food in the home is excellent and praised the care workers skills in this area. We saw people are encouraged to participate in meal preparation as they choose and are involved in the shopping and planning of meals throughout the week.

The service considers risks to people, their specialist needs and promotes positive risk taking. People are supported to be as independent as possible. Where people are unable to keep themselves safe, the necessary procedures are followed. People have personal plans in place to support care workers to meet their day-to-day needs. Personal plans are well written, with a focus on what people can do, as well as their identified areas of need. The personal plans are linked to people's wellbeing outcomes, and there is clear guidance in place to support people to achieve their goals. There are behaviour management plans in place for people which are clear and focus on proactive strategies. The service does not currently use restrictive practices and has supported a reduction in these for people living in the home.

Care workers know people well and review their personal plans in line with regulatory requirements. However, as care workers know people well, in some instances these do not reflect the current practice and routines. The manager has assured these will be updated.

The service promotes hygienic practices and effectively manages infection prevention and control procedures. There is a system in place to support the safe management of medication. The service has updated practices following the recommendations in the previous inspection. People can be assured their medication is administered in line with current best practice guidelines.

Environment

The environment meets the needs of people living in the home; people are happy and comfortable in the space. Most of the living space is in the downstairs of the home, with staff areas and additional bedrooms in the upstairs of the home. Bedrooms are personalised and in keeping with people's interests, and personalities. People decorate their rooms with photographs and personal items. There are two bathrooms in the home, the upstairs is a shower room which is available to use if people choose. Downstairs there is a family style bathroom with specialist equipment provided to support people where required.

There are two spacious lounges available, but people tend to spend their time in the front lounge and dining area. Both lounges have ample comfortable seating. There is a large dining table for people to use to eat their meals. There is a decking area to the rear of the home which has been recently refurbished. There is seating on the decking for people to spend time outdoors, with lovely views of the local area. Communal spaces are minimally decorated, but clean and well maintained. The manager has plans to enhance the communal areas with updated photographs of people living in the home.

The environment is safe for people using the service. The RI has a plan in place for the ongoing maintenance of the home. There have been recent refurbishments to the home which have increased usable space and ensured the home is well maintained. Care workers and the manager keep well maintained records of maintenance and fire checks being carried out in the home. Safety certification is in place and mostly in date. Where the date has lapsed for one area, the RI has taken action to address this, and an inspection is booked imminently with a qualified person.

Leadership and Management

There are governance arrangements in place to support the smooth running of the service. We found significant improvement in the recording and evidencing of these processes since our last inspection. The service provider is also the RI and manager, and as such spends a lot of time working in the service, providing support to people and care workers. In doing so, the RI frequently seeks feedback from people, their representatives, and care workers. Feedback is considered and action is taken in response to this. The RI ensures care workers and people are considered and involved in service development. The provider has submitted their annual return to the regulator in line with regulatory requirements.

Rotas are planned in advance giving predictability to people and care workers. There are plenty of care workers on shift to meet people's needs effectively, and in line with their personal plans. Care workers are suitably recruited, trained, and supported to carry out their duties. Since the last inspection there has been a demonstrable increase in recorded support and supervision carried out with care workers. The service follows safe recruitment practices, and all care workers are registered with Social Care Wales the workforce regulator, as well as the Disclosure and Barring Service.

Care workers receive ongoing learning and development opportunities in line with the home's statement of purpose and feel competent and confident in their roles. The manager keeps records of training in order to ensure care workers are provided with refresher training as required. Training needs are discussed with care workers during their supervisions and linked to day-to-day practice requirements. Meetings take place frequently between people living in the home and the staff team. During these meetings, people's opinions are sought, and topics cover all aspects of life in the home.

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
6	Not all governance arrangements in place are adequate to support the smooth running of the service. There are gaps in quality assurance and auditing processes to inform and develop the service and ensure safe staffing arrangements. The service provider has not submitted an annual return this year in line with the Regulations.	Achieved

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