



Inspection Report on

Conway House

**6 Pen-y-lan Road
Cardiff
CF24 3PF**

Date Inspection Completed

12/09/2024

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About Conway House

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Ocean Community Services Limited
Registered places	8
Language of the service	English
Previous Care Inspectorate Wales inspection	07 March 2023
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

People are very happy with the service they receive and feel extremely well supported by the care staff at Conway House. People have a voice and feel in control of their own lives and future goals. Care staff understand people's needs and have built excellent working relationships with people. Care documentation is thorough, robust and clearly guides care staff on how to support people correctly. People are heavily involved in their care assessments, care planning and reviews and always have opportunity to express their views and wishes. Medication processes are safe and robust and where possible people are independent with medication management. Care staff are happy working at the service and have access to a range of benefits and support offered by the organisation. Conway House currently has a stable care staff team. The Responsible Individual (RI) visits the service regularly and quality assurance monitoring and internal auditing take place regularly. There are policies and procedures in place for the running of the service which are kept under review. People live in a suitable environment which is warm, clean and well maintained.

Well-being

People are treated with dignity and respect. Care staff engage with people positively and encourage them to be as independent as they can. People are supported as individuals and feel valued and listened to by the care staff who support them. People's views regarding the service are captured in various ways and improvements are made when required to ensure people are happy with the care they receive. The RI engages with people during monitoring visits and people feel able to speak openly with any member of the care staff or management team. People live in a pleasant environment and their personal bedrooms offer space and privacy. Care staff respect people's personal space and do not enter bedrooms with people consent.

People are supported to achieve their full potential. People are involved in their care planning and have input into assessments, care plan reviews and meetings with professionals. People's personal goals are acknowledged and valued and support is provided in a way that ensures these goals are achievable. Personal plans of care clearly guide care staff on how to support people correctly and highlight people's preferences likes and dislikes. People have control over their day-to-day routines and manage their own shopping, meals and finances. People choose their own activities and do the things that matter to them and always have care staff available to offer reassurance or support when required.

People are protected from abuse and harm. Conway House has a robust safeguarding policy in place and all care staff attend training in the protection of adults at risk of abuse. Complaints and safeguarding referrals are monitored closely by the RI and senior managers who ensure that any required actions are completed swiftly. Care Inspectorate Wales are notified of any incidents as required within the regulations and the organisations statement of purpose is kept updated and under review. This document is important as it sets out who care can be provided to, how, where and when. Care staff recruitment is safe as all required checks are completed prior to employment commencing. There is a system in place to ensure Disclosure and Barring Service (DBS) certificates are updated regularly. Safety checks of the building are completed regularly and fire safety is taken seriously. Good cleaning practices are in place and hazards are reduced where possible to ensure the safety of the environment.

Care and Support

People get the right support at the right time. Care staff levels at the service are consistently good and ensure that people receive their support without delay. Care staff have built positive relationships with the people they care for and have a good understanding of their needs. People benefit from the support of an internal team of professionals who oversee their care but also attend appointments with external health and social care professionals when required. Medication processes at the service are safe and robust. Medication is stored safely and administered in line with prescription. There are Medication Administration Record (MAR) charts in place which contain the required information and are completed correctly when medication is administered. Personal plans of care contain detailed information about people's needs and how they are best met and are supported with risk assessments and further information where required. These documents are important as they guide care staff on how to meet people's needs correctly. All documents are reviewed regularly to ensure they remain accurate and reflective of the person.

People can be assured they have choice and control over their lives. People living at Conway House are treated as individuals and live their lives in their preferred way. People attend activities of their choice and are supported to maintain relationships with friends and family. One person said, "*they (staff) go above and beyond to take me where I want to go, this service exceeds my expectations*". People are involved in all aspects of their care planning and are able to chair their multi-disciplinary team meetings if they wish. Their voice is clearly heard by the care staff and professionals who support them and encourage them to succeed. Personal plans focus on people's personal goals and how these can be achieved and highlight people's strengths as well as their needs. People told us that they are extremely happy with the care they receive and have high regard for the care staff and management. People told us about the progress they have made since living at Conway House and we were told about opportunities people have to share their personal experiences with others who maybe inspired by people's journey. People have access to independent advocacy services should they need this and have several avenues to raise any concerns or air their views. People told us that they feel listened to and respected.

Environment

People live in a suitable environment. Conway House is located within the city centre of Cardiff and benefits from local amenities and good transport links. The home has ample communal space including two lounges and a dining area and there is also a pleasant garden for people to use as they wish. The service is warm, welcoming and decorated nicely throughout; we were informed that the kitchen is to be fully renovated and replaced in the near future. There are ample bathrooms and toilets throughout the service, all clean and in good working order. We saw evidence of good cleaning regimes at the service and did not detect any malodour. People have their own personal bedrooms which are spacious, warm and clean and offer opportunity for privacy when required. People are supported to decorate and furnish their rooms to their own personal taste and are encouraged to take pride in their own personal space.

People can be assured they live a safe environment. On arrival to the service, we found the main entrance secure and we were asked for identification and to sign the visitors book before we were permitted entry. This indicates that visitors are monitored to ensure that only permitted people can access the service. We conducted a tour of the building and found that hazards have been reduced as far as possible; there are window restrictors in place and harmful chemicals are locked away safely. The building is well maintained and we were told that any repairs are completed swiftly. Safety checks of the building including gas and electricity testing take place within legal timeframes and fire alarms are tested weekly. There is a fire risk assessment in place and all care staff complete fire safety training. All residents have a personal emergency evacuation plan in place which ensures that care staff know how to evacuate them in the event of an emergency.

Leadership and Management

People benefit from leadership and management in place. Conway House benefits from an RI with very good oversight of the service and a manager who is registered with Social Care Wales, the workforce regulator. There is a strong senior management team in place who complete robust audits of the service and support the manager in regard to the day to day running of the service. Quality assurance monitoring takes place in line with regulatory requirements and captures all required information including the views of people, care staff and commissioners of the service. Residents' meetings take place within the service and the provider also holds forums where people using the service can meet directly with senior management to discuss the service operation and make suggestions as to where improvements can be made. One person told us that these forums "*empower*" people using the service. The manager understands legal requirement of caring for vulnerable people and makes referrals to the Local Authority safeguarding team when required. People speak highly of the manager and describe them as "*great, helpful*" and "*a really good manager*". One person also told us that "*the organisation is a business but they genuinely care for people and provide more care than they need to*".

People are supported by care staff who are valued, well trained and safely recruited. Care staff attend training appropriate to the roles they undertake and feel well equipped to do their jobs. Care staff told us that they are very happy working at Conway House and feel very well supported by the manager and the organisation as a whole. There are staff support groups available and an independent well-being officer is employed to ensure the well-being of care staff. One staff member told us "*It's a great place to work, I can ask the manager anything and they will help*". Care staff retention is very important to the provider and so they offer care staff a number of incentives in the way of additional financial benefits, formal recognition and care staff awards which contribute to care staff feeling valued. A person using the service told us "*The right staff are employed here*". Care staff recruitment is safe and robust. We saw evidence that pre-employment checks including references and DBS checks are undertaken before employment commences. These checks are important as they determine a person's suitability to work with vulnerable people.

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.

Area(s) for Improvement

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	
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