



Inspection Report on

Sycamore House

Barry

Date Inspection Completed

13/06/2024

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About Sycamore House

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	The Cedars Care Services Ltd
Registered places	4
Language of the service	English
Previous Care Inspectorate Wales inspection	05 January 2023
Does this service promote Welsh language and culture?	This service is working toward an 'Active Offer' of the Welsh language.

Summary

People receive care from a dedicated care staff team who understand their needs. People have their own personal daily routines and do things that matter to them. People are encouraged to be as independent as possible and to make their own choices where possible. Care documentation is thorough, robust and reviewed regularly to ensure it remains accurate. Medication processes are safe and people have access to external health professionals without delay. Care staff levels are consistent and ensure that people do not wait for the care they need. There are policies and procedures in place for the running of the service and people are given information about the service. The Responsible Individual (RI) visits the service regularly and completes quality assurance monitoring. People live in a suitable environment that is safe and meets their needs. People have their own bedrooms which offer personal space and privacy. The building is well maintained and fire safety is taken seriously. Care staff recruitment is safe and care staff receive appropriate training. Care staff enjoy working at the service and feel well supported.

Well-being

People are treated with dignity and respect. People are supported to be as independent as they can be and encouraged to make their own choices where possible. Good care staff continuity at the service has enabled people to build relationships with the care staff who support them, which ensures that care is delivered in line with personal preferences. Care delivery is person centred and people do things that make them happy. People are given information about the service and have access to a complaints procedure if they are unhappy with the care. The RI visits the service regularly and completes quality assurance monitoring regularly. People live in a suitable environment and have their own single bedrooms which are decorated to personal taste and provide people with privacy when required.

People get the right support without delay. Care staff levels are good and ensure that people do not wait for the care they need. People appear well cared for, clean and happy living at Sycamore House. Care staff understand people's needs and provide care with patience and understanding. Care documentation is thorough, robust and clearly highlights the support people require. Risk assessments are in place where required. All documents are reviewed regularly to ensure they remain up to date and accurate. External professional support is sought when required and any guidance is followed correctly. Care staff attend appropriate training and are well equipped to do their jobs. Care staff feel well supported by the management team and like working at the service.

People are protected from abuse and harm. Sycamore House has a safeguarding policy in place which has recently been updated to incorporate further relevant legislation. All staff receive training in the safeguarding of adults at risk of abuse and are aware of how to report their concerns. The manager understands legal requirements of caring for vulnerable people and makes applications to the Deprivation of Liberty Safeguard (DoLS) team when required. This ensures that placements at the service are legal where people lack the mental capacity to make decisions around their care and accommodation needs. Care staff recruitment is safe and pre-employment checks are completed correctly. Safety checks of the building take place when required and fire safety is taken seriously.

Care and Support

People receive the right care at the right time. Care staff have built good relationships with the people they care for and provide care with kindness and compassion. Care staff have a good understanding of the needs of the people they care for and are able to anticipate the needs of people who cannot verbalise their own needs. Care documentation has improved since the last inspection and now focuses more on people's goals and well-being outcomes. Personal plans of care contain detailed information about people's needs and how they are best met and are supported with risk assessments where required. These documents are important as they guide care staff to care for people correctly. We saw evidence that people attend medical appointments when required and any professional advice is added to personal plans. Medication processes are generally safe and robust. Medication is stored securely and administered in line with prescription. There are Medication Administration Record (MAR) charts in place with all required information but we noted some missing signatures for medication administered on the day of inspection. We were assured that this would be addressed.

People are supported to have choice and control as far as practically possible. People have their own personal daily routines and spend their time doing things that matter to them. Personal plans of care are person centred and include people's likes, dislikes and preferences on how care is delivered. A pre-admission assessment takes place prior to people moving into the service to ensure that the home is suitable and needs can be met correctly. The service liaises closely with professionals, family and representatives when people are unable to communicate their own views and preferences. People have choices of meals, snacks and drinks. We saw food menus on display and were told that these are made up with consideration of people's likes and dislikes. Care staff told us that there are always alternatives available to people too. People are supported to attend activities of their choice within the home and community. Care staff levels at the service are good and ensure that people can access the community as and when they wish. Visitors to the home are welcome and people are encouraged to maintain relationships with friends and family.

Environment

People live in a suitable environment. Sycamore House is located in a residential area of Barry that benefits from local amenities and good transport links. The home is set over the ground floor only and has been fully adapted to meet the needs of people using the service and to ensure they can move around freely. There is ample communal space including a large lounge that supports people to spend time together, and safe garden space that enables people to spend time outdoors. Sycamore House is a warm, welcoming and pleasant home with evidence of cleaning routines. We did not detect any malodour during inspection. The building is well maintained and decorated nicely but requires some minor cosmetic redecoration in places. Bathrooms and toilets throughout the service are clean and in good working order. People have their own bedrooms which are decorated to their preferred taste and contain personal belongings. Care staff respect people's personal space and ensure that it provides privacy when required.

People can be assured they live in 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 being permitted entry. Visitors to the service are monitored closely to ensure that only authorised people have access. We did a tour of the building and found that hazards have been reduced as far as practically possible. Harmful chemicals are locked away safely and window restrictors are in place. Equipment such as hoists, slings and beds are serviced regularly to ensure they remain safe and fit for use. Checks of the building including gas and electricity safety testing take place in line with legal requirements. There is a fire risk assessment in place and fire alarms are tested on a weekly basis. People living at the service have a Personal Emergency Evacuation Plan (PEEP) in place which guides care staff on how to evacuate them in the event of an emergency. The service has a Food Standard Agency (FSA) rating of four (good).

Leadership and Management

People benefit from the leadership and management in place. Sycamore House benefits from an RI with good oversight of the service and a manager who is registered with Social Care Wales, the workforce regulator. There are policies and procedures in place for the operation of the service and to guide care staff on what is expected of them. People are given detailed information about the service they can expect to receive which includes details of how to complain if they are not happy with the service. Safeguarding referrals are made to the Local Authority when required and then stored centrally where they can be monitored. Quality assurance monitoring takes place regularly and includes seeking the views of people using the service and/or their representatives. Quality assurance monitoring indicates that the provider is committed to providing a quality service and making improvements where required. The RI visits the service in line with regulatory requirements and produces detailed reports to support the visits. The organisation's statement of purpose is kept up to date and under review. This document is important as it sets out who care can be provided to, how, where and when.

People can be assured they are cared for by staff who are trained and well supported. Sycamore House has a stable care staff team who provide consistent care to people. Care staff told us that they are happy working at the service and feel well supported. One staff member said, *"I love the job"* and another said, *"we really look after people well here"*. Care staff receive appropriate training which is refreshed regularly to ensure knowledge is current. All staff receive a formal supervision regularly but can also speak to the manager in between if they have any issues. Supervision is important as it is an opportunity for care staff to discuss any practice needs in a setting that is recorded. We examined a selection of care staff personnel files and found that they contain all required information. Pre-employment checks including references and Disclosure and Barring Service (DBS) certificates are applied for prior to employment commencing. 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. 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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