



# Inspection Report on

**Frederick House**

**The Frederick Residential Home  
Park Terrace  
Merthyr Tydfil  
CF47 8RF**

## **Date Inspection Completed**

06/06/2024

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## About Frederick House

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Kestrel Care Ltd
Registered places	12
Language of the service	English
Previous Care Inspectorate Wales inspection	7 June 2023
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

### Summary

People are treated with kindness, warmth, and dignity at Frederick House. The service supports people to stay as healthy as possible. Systems are in place to help protect people from abuse and harm. Good quality care documentation supports care staff to meet people's needs. The service offers a balanced diet and varied menu. Good infection control measures help reduce the risk of transmission of potential sources of infection. Systems are in place to promote the safe management and storage of medication. People's environment is safe and supports them to meet their needs. The service has good governance, auditing, and quality assurance arrangements. The service ensures staff training and recruitment meets regulatory requirements. Care staff are very positive about working at the service. The service provides appropriate information to the public.

## Well-being

People are treated with kindness, warmth, and dignity at Frederick House. Care staff are friendly and patient in their approach. People and their families tell us their views and wishes are listened to and respected, praising the conduct of care staff and management. We saw multiple examples of the service responding to people's wishes and preferences, taking positive and proactive measures that enhance people's well-being. We saw extremely good person-centred practice, which is to be commended. The service has very good relationships and lines of communication with relatives, who keep them regularly informed, updated, and involved in their relatives' care. Friends and relatives can visit when they want to.

The service supports people to stay as healthy as possible. Issues are reported and referred to the relevant health and social care professionals in a timely manner, with subsequent guidance acted upon. Personal plans are detailed and reviewed regularly. Meal options are balanced, and dietary needs are understood. People receive their prescribed medication as directed. Infection control measures help manage and reduce the risk of potential sources of infection.

People live in an environment which supports them to meet their needs. Bedrooms are comfortable and personalised, with sufficient communal areas and access to an outdoor area. Suitable mobility aids are in place to help people where needed. The service is clean, well-maintained, and within close distance to local amenities.

Systems are in place to help protect people from abuse and harm. Policies and procedures support good practice and can assist staff to report a safeguarding concern. Care staff feel confident if they raised an issue with the manager, it would be responded to appropriately. Care staff understand their responsibilities and how they should respond to potential safeguarding issues. Pre-recruitment checks are in place and regular supervision and training supports continued development. Incidents and accidents are logged, with appropriate actions taken by the service in response. The service assesses risks to people and how to manage these. Access to the service is restricted to authorised individuals.

## Care and Support

Care and support at Frederick House is caring and genuine. Interactions between care staff and people are relaxed, calm and respectful, with lots of laughter and warmth observed. People appear well cared for and settled in their environment. People told us they like living at the service, feel safe, praise the care and conduct of staff, and are complimentary about the food. People's relatives told us they felt their loved ones are safe at Frederick House, they can visit when they wish, and highly praised the communication from the service.

Care documentation is in place to support care staff to meet people's needs. Assessments take place prior to people moving in, with the service consulting an array of information to inform a decision on whether they can support that person. Personal plans are person-centred, contain detailed information about the type of care and support people need and how best to deliver this, and detail risks to people's well-being and how to manage these. Plans are reviewed and updated following any significant occurrences or changes in need. Daily recordings and supplementary monitoring charts are completed, giving important information about people's progress, and identifying changes in care needs. Appropriate referrals are made to external health professionals, such as GPs. Deprivation of Liberty Safeguard (DoLS) applications are made where people lack mental capacity to make decisions about their care and accommodation.

The service offers a balanced diet and varied menu. A variety of options are available to people, with alternatives available if needed. Food appears appetising and portion sizes appropriate. People have drinks to help keep them hydrated throughout the day and are supported at mealtimes when required. Dietary needs and preferences are understood and available to kitchen staff.

Infection control measures help reduce the risk of transmission of potential sources of infection. Staff have an abundant supply of appropriate PPE, which are used appropriately. Clinical waste is disposed of correctly. An infection control policy is in place which staff are aware of and understand their responsibilities. Care staff complete daily cleaning schedules. Regular laundry routines help reduce the risk of infection.

Systems are in place to promote the safe management and storage of medication. Medication is stored securely and can only be accessed by authorised care staff. Trained care staff accurately administer medication in line with the prescriber's directions. There is an up-to-date medication policy in place. Medication is audited regularly.

## Environment

People live in an environment which supports them to meet their needs. Frederick House is a three-storey converted house, located in Merthyr Tydfil. The service is clean and free from malodours. It is secure from unauthorised access, with visitors required to sign before entry and upon leaving. A lift enables access between all floors. Bedrooms are comfortable and personalised to how people want them, with some having ensuite facilities. There are sufficient toilet and bathing facilities throughout. A lounge and dining area is available on the bottom floor where people can have meals, undertake activities, and spend time with others. The kitchen facilities are appropriate for the home and achieved a Food Hygiene Rating of 5, which means they are 'very good'. We were told of upcoming refurbishment plans throughout the service, which will help enhance the environment once complete. A garden patio area is available which people can make use of, with a large grass area able to be used as a larger space if needed.

Procedures are in place to ensure the service is safe. Window restrictors are fitted in all bedrooms and bathrooms viewed. Fire exits are clear of clutter and obstructions. Substances hazardous to health are locked away. Daily cleaning and laundry duties are maintained by care staff. Maintenance and repair arrangements are in place. Maintenance records confirm the routine testing of utilities, such as electrical items and water facilities. The auditing and servicing of equipment is up to date and fire safety tests and drills are completed. Personal emergency evacuation plans are in place to inform staff of the level of support people need in the event of an emergency.

## Leadership and Management

The service has good governance, auditing, and quality assurance arrangements which help identify what works well and where improvements are needed. The Responsible Individual (RI), who also undertakes the manager role, has excellent oversight of the service, being fully involved in managing the day-to-day running of the service. They undertake the legally required three-monthly consultations with people and staff, and complete six-monthly quality of care reviews. The service gathers the views of people, their representatives, and care staff more generally as part of their auditing processes. Policies and procedures, such as for whistleblowing, medication, and safeguarding, are in place. They give guidance to care staff, for example telling them what to do if they need to raise a concern via the whistleblowing procedures. Procedures are in place to deal with complaints.

The service ensures staff training and recruitment meets regulatory requirements. Care staff files hold the correct recruitment information and evidence of required documentation, such as up-to-date Disclosure and Barring Service checks and proof of identity. The correct pre-employment checks are in place, such as references from previous employers, with care staff beginning work after completing an induction. Training records show care staff have up to date training in core areas of care, including manual handling and moving, and training around how to safely manage and administer medication. Staff tell us they feel well-trained and able to perform their roles effectively.

Care staff are very positive about working at the service. They told us they enjoy working at Frederick House, are positive and enthusiastic about their roles, and are extremely complimentary about the management team about how well supported they feel. Many of the staff team have been in place for some time, which helps facilitate continuity of care and consistent support. Care staff have supervision and a yearly appraisal to reflect on their performance, identify support they might require, and discuss any issues. The manager told us staffing levels are worked out using a dependency tool and the level of need of people. The rota showed target staffing levels were reflective of staffing on the day of the inspection.

The service provides information to the public. The Statement of Purpose sets out the service's aims, values, and how support is provided. A written guide contains practical information about the service and the care provided, and how to make a complaint if this were needed.

### 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. 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
57	The service has not undertaken the works identified as being required by South Wales Fire and Rescue Service to reduce the risk in case of fire.	Achieved

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**Date Published** 05/07/2024