



# Inspection Report on

**4 Chester Road**

**Wrexham**

## **Date Inspection Completed**

24/09/2024

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## About 4 Chester Road

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Potensial Ltd
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection since the new service provider has registered the service under Regulation and Inspection of Social Care (RISCA).
Does this service promote Welsh language and culture?	This service is making a significant effort to promote the use of the Welsh language and culture or is working towards being a bilingual service.

### Summary

4 Chester Road has experienced a period of change when the new provider took over the service. Extensive renovation and refurbishment have taken place to improve the environment people live in. The manager is reviewing the documentation which is in place to support people, such as personal plans, and has identified several improvements required. These improvements are being gradually introduced to the service, and we found many changes have already been embedded during our inspection.

People can be confident they will live in a service which values their individuality and independence. Support staff enable people to do what they can for themselves, assisting them to retain as much independence and control over their day to day lives as possible. The manager encourages this approach and ensures support staff have the right training, knowledge, and skills to support people.

The responsible individual (RI) and area manager are keen to develop and enhance the service provided. The area manager is in regular contact with the manager and provides leadership support to help identify priorities and areas for continued improvement. The RI visits every three months providing a report on the ongoing development of the service.

## Well-being

Support staff know people well and ensure they can make choices about how they spend their time, choosing activities of interest to them. We found people were out and about in the local community when we arrived for our inspection. Those who had been out volunteering returned full of enthusiasm to discuss their day with support staff and management. We saw people are supported to change their voluntary work placements when requested. Relatives told us their loved ones have been enjoying trips out into the local community. One relative told us they found it positive people had recently been involved in daily tasks such as meal preparation. They told us "*We cannot praise them enough.*" Support staff also reported people are achieving their outcomes as they can participate in activities within the service and the local community. The service provider organises events for people to socialise with peers in other services, such as football tournaments.

People are protected from the risk of abuse and neglect. They told us they are confident to speak to the support staff. The manager has an open-door policy, meaning they can speak to them at any time if they have any worries or concerns. The manager has reached out to external services for professional advice and input to support people to manage risks. Support staff ensure people access the healthcare they need, we saw records of regular healthcare appointments, such as dentist and the optician.

Support staff assist people to develop new skills and confidence. People have daily routines in place which detail the amount of support they require to complete day to day tasks. Support staff follow these to ensure people can retain as much independence as possible and can complete tasks and activities which matter to them. The manager has ensured support staff undertake additional training in person centred support to improve their confidence in techniques which enable them to 'work with' rather than 'care for' the individuals they support.

People are supported to maintain relationships with friends and family. Relatives told us they can visit at any time and had recently been invited to a summer barbeque at the service. People can be supported in Welsh if they choose. People are asked about their preferred language when they are assessed for the service. Documents can be translated into Welsh, and there are some Welsh themed activities provided.

## Care and Support

Support staff consider people's individual needs, wishes and feelings and respect their choices about how their support is delivered. People have personal plans which detail their personal strengths, likes and dislikes and explain how they communicate with people. They are supported to do the things which are important to them. On the day of our inspection, some people were at a volunteering placement, and another person spent the day participating in activities in the local community. Support staff encourage people to participate in daily routines such as cooking. People can choose a meal each week and are supported to buy the ingredients and prepare their meal for the household. Personal plans contain clear information about the support people require and their daily routines. Support staff follow these to ensure support is delivered appropriately to each individual. People are supported to take positive risks, such as managing their own medication if they are able. The manager is making ongoing improvements to personal plans and related documents to ensure they have the most up to date information, which is clear, detailed, and easy for support staff to follow.

People can visit the service prior to moving in to decide if it suits their needs. There is a thorough assessment process which is undertaken before people move to the service. Support staff told us compatibility of people sharing is considered, and that people who prefer things to be quiet are accommodated on the same floor.

People have access to the health and social care services they need. We saw evidence of regular health appointments and medication reviews. Support staff seek additional advice and guidance from professionals when this is needed. One social care professional told us the manager had been proactive in seeking training for staff and additional guidance and services for people when this was required.

People receive their medication as prescribed which supports them to maintain good physical and mental health. Support staff ensure medication is stored and administered safely. There is secure storage for medication and support staff maintain clear medication administration records (MARs). The manager and team leaders complete regular medication audits to ensure safe practices are being followed.

## Environment

The service provider has recently undertaken extensive renovation to the building. Most communal areas have been fully redecorated including new bathrooms where needed. Relatives told us there has been much improvement to the building and this is now a home which people can relax in. There are two communal lounges for people to access, they are homely, comfortable, and designed to suit the needs of people who live there. There is a large garden and there are plans to involve people in growing vegetables in the future if they want to. People can personalise their own rooms. We saw people had decorated their own rooms in colours they had chosen and had put up posters of their choice. The rooms we saw reflected people's individual tastes and interests.

People live in a building which is safe and secure. There is a visitor's book, for visitors to sign in, and we were not able to enter without staff's permission. Documentation shows the manager ensures gas, electrical and water safety checks are completed regularly. Fire safety equipment is also serviced, and weekly fire alarm tests are undertaken. People have personal emergency evacuation plans (PEEPs) and support staff know what assistance each person would need in the event of an emergency evacuation.

## Leadership and Management

People are supported by staff who are suitably qualified and competent to carry out their role. We saw the manager ensures all new staff undergo appropriate recruitment checks, such as disclosure and barring service (DBS) checks. Support staff are required to complete all their core training and have access to training in specialist needs. The manager is actively seeking training opportunities to develop and strengthen the staff team's knowledge and skills. Support staff have all completed specialist autism training, and the manager is working towards accreditation for the service as an autism specialist. The manager assesses the competency and knowledge of support staff with quizzes and observations. Support staff have regular supervision, which offers them the opportunity to reflect on their practice and raise any matters they wish to discuss.

Both the manager and area manager are working to continuously improve the service to ensure it meets people's needs. The manager completes regular audits, and we found their audit of personal plans identified areas to be improved. We were able to see these improvements in progress during our inspection. Support staff and team leaders have regular staff meetings and these are used to generate ideas to improve the service and outcomes for people. The idea for people to be more involved in meal preparation and how this would be implemented was raised in one of these meetings. The area manager has weekly contact with the service and completes a thorough audit of the service every three months. This has been successful in identifying key areas to improve. We could see clear actions recorded and follow up records when these had been completed. The RI visits the service every three months and speaks to people and staff. The records of their visits clearly identify the improvements which have been made to the service. A six-monthly quality of care review is completed and this considers areas which are working well as well as areas for further improvements. All the support staff we spoke with told us they had seen positive changes recently, and they had confidence in the management team.

The service provider is making significant investment in the service. There has been extensive renovation work completed and there are ongoing plans to replace dining room furniture and fit an ensuite bathroom into one of the rooms.

### 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	N/A



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