



## Report of the Cabinet Member for Care Services

### Adult Services Scrutiny Performance Panel – 28 June 2023

### Care Inspectorate Wales Inspection Reports on Regulated Care Home Services 2023

<b>Purpose</b>	To consider CIW reports of regulated Care Home services and associated Areas of Improvement.
<b>Content</b>	This report includes a summary of CIW recent inspections of two regulated Care Home services and progress with identified Areas of Improvement.
<b>Councillors are being asked to</b>	<ul style="list-style-type: none"><li>• Give their views.</li><li>• Consider the report as part of their scrutiny function.</li><li>• Make recommendations to the Cabinet Member / Council.</li></ul>
<b>Lead Councillor(s)</b>	Cabinet Member for Care Services – Cllr. Louise Gibbard
<b>Lead Officer(s)</b>	Head of Service for Adult Services & Tackling Poverty – Amy Hawkins
<b>Report Authors</b>	Amy Hawkins, Head of Adult Services & Tackling Poverty 01792 636245 <a href="mailto:Amy.Hawkins@swansea.gov.uk">Amy.Hawkins@swansea.gov.uk</a>

## **1. Background**

**1.1** Care Inspectorate Wales carry out scheduled and unscheduled inspection visits to all registered services. Recently they have inspected two of our Care Homes.

**1.2** The following areas are inspected: Well-being, Care and Support, Environment and, Leadership and Management.

**1.3** CIW respond to any non-compliance of regulations and / or risk to people's well-being identified by issuing Priority Action Notices, where immediate steps are required to address and make improvements.

**1.4** Where CIW find non-compliance with regulations but no immediate or significant risk for people using the services is identified they highlight these as Areas for Improvement. CIW expect us, as the provider to take action to rectify this and they will follow this up at the next inspection. Where the provider has fails to make the necessary improvements, they will escalate the matter by issuing a Priority Action Notice.

## **2. Swansea's Regulated Services Inspections**

**2.1** Across the two recent Care Home inspections CIW found no non-compliance with the regulations and no Priority Action Notices were issued. One area of improvement was identified in one service.

**2.2** Further detail of the Area of Improvement, associated actions and progress, is in section 4 and Appendix A.

## **3. Inspection findings**

### **3.1 Rose Cross Residential Home**

Rose Cross is a care home in Penlan registered for a maximum of 33 people age 55 and above. It provides a service for individuals diagnosed with dementia and/ or high physical complex care support needs who require personal care, on a long-term and short stay / respite basis. The service consists of four unitised houses of seven to ten bedrooms.

CIW made an unannounced inspection on 29/3/23. The inspection report is in Appendix B.

The report highlights:

- People told CIW they were happy with the service provided.
- The service has a warm and relaxed atmosphere.
- Staff understand what matters to people and are committed to ensuring they have the best possible experience.
- There is a strong sense of teamwork among staff who are led by a well-respected proactive manager.
- Staff report feeling happy in their roles, they report *"They are really good and listen to what you have to say"*.
- The Responsible Individual makes themselves available to speak to people.
- Individuals are encouraged to make everyday choices to maintain their independence as much as they are able... *"The staff here are very kind and treat me with respect"*.
- Plans are regularly revised to ensure they are up to date and reflect people's current needs.

- CIW were told by a relative, *“I only have positive things to say, the manager has been up front, they know your name when you come in and you’re included.”*
- The provider ensures steps are taken to identify and reduce risk to people.
- The service has good systems in place to monitor and review the quality of care and support being provided.

No areas for improvement and no areas of non-compliance were identified during the inspection.

### **3.2 Ty Waunarwydd Care Home**

Ty Waunarwydd is a care service in the village of Waunarwydd, registered for up to 40 people. It provides residential care to people predominantly living with dementia and short-term care to people discharged from hospital awaiting to go home or to more suitable accommodation.

CIW made an unannounced inspection on 19/04/2023. The inspection report is in Appendix C.

The report highlights that:

- People are happy with the care and support they receive.
- People told CIW; *“The home is really friendly, everybody is friendly, and everything is good I don’t dislike anything.”*
- Residents are supported to make choices about the things that are important to them to support their well-being.
- People’s physical and emotional well-being is supported well.
- People receive good quality care which is person centred and meets their needs.
- Personal plans give instructions to staff on the support of people to meet their personal outcome.
- A professional told CIW; *“I am very happy to place people here, I have no concerns they are approachable, and they will be open and honest with me.”*
- CIW saw a comprehensive safeguarding policy and procedure in place to safeguard people.
- Staff feel they have the skills and knowledge to report issues and feel confident they will be addressed. Staff told CIW; *“You need to ensure the care they need is given, and I would challenge any abuse”.*
- CIW saw people are engaged and supported to maintain daily living skills.
- The management team show a good knowledge and understanding of the people living in the service.

No non-compliance was identified, and no Priority Action notices were issued.

One new area for improvement was identified. This was for the timely completion of annual appraisals in line with regulations. Two areas for improvement identified in previous inspection (May 2022) were achieved.

## **4. Areas for Improvement, Associated Actions and Progress**

4.1 Appendix A outlines actions and progress being made to address the Area of Improvement identified in the Ty Waunarwydd inspection.

## **5. Integrated Assessment Implications**

5.1 The Council is subject to the Equality Act (Public Sector Equality Duty and the socio-economic duty), the Well-being of Future Generations (Wales) Act 2015

and the Welsh Language (Wales) Measure, and must in the exercise of their functions, have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Acts.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.
- Deliver better outcomes for those people who experience socio-economic disadvantage
- Consider opportunities for people to use the Welsh language
- Treat the Welsh language no less favourably than English.
- Ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.

5.1.1 The Well-being of Future Generations (Wales) Act 2015 mandates that public bodies in Wales must carry out sustainable development. Sustainable development means the process of improving the economic, social, environmental and cultural well-being of Wales by taking action, in accordance with the sustainable development principle, aimed at achieving the 'well-being goals'.

5.1.2 Our Integrated Impact Assessment (IIA) process ensures we have paid due regard to the above. It also takes into account other key issues and priorities, such as poverty and social exclusion, community cohesion, carers, the United Nations Convention on the Rights of the Child (UNCRC) and Welsh language.

5.2 An IIA screening has been undertaken (Appendix D). The IIA demonstrates there are positive impacts for service users accessing quality services inspected by CIW. Some areas of improvement have been identified and these are being actioned. A full IIA is not required.

## **Appendix A – Areas for Improvement, Associated Actions and Progress**



CIW inspection action  
plan 2023.docx

## **Appendix B – Rose Cross CIW report**

[Link to CIW website Rose Cross report](#)



Rose Cross  
Residential Home CIW

## **Appendix C – Ty Waunarlwydd CIW report**

[Link to CIW website Ty Waunarlwydd CIW report](#)



Ty Waunarlwydd CIW  
Report.pdf

## **Appendix D – Integrated Impact Assessment Screening**



IIA\_screening\_form  
CIW 2023.doc