

Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

Pontcanna House

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Canton
Cardiff
CF11 9PW

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Introduction

Pontcanna House caters for people with dementia care needs and is located near the centre of Cardiff. The service is registered for twenty seven people with dementia over the age of 65, one person under 65, two people with mental health problems under 65 and one person with a learning disability over 65. The registered provider is Shirwan Al Mufti and the registered manager is Mrs Nasik Al-Mufti. The unannounced inspection visit was carried out as part of CSSIW's routine schedule of annual inspections and not in response to any concerns about the service.

Inspection methods

Examination of the Statement of Purpose

Scrutiny of self assessment information which had been completed by the registered persons

We made an unannounced visit to the home on 27th September 2012 and carried out a baseline inspection.

We looked at the files of four people who live at the home

Discussion with the Manager, Registered Provider and some staff

Talking to people who use the service

Observation of care during the inspection

A check of the medicines stored at the home was carried out.

Inspection of the building

Summary of inspection findings

What does the service do well?

People who use the service are stimulated and made to feel welcome and comfortable in a homely environment. Residents can expect a service which is tailored to their individual needs and preferences. There is a wide range of stimulating activities for people to enjoy and gentle encouragement to join in and to socialise as much or as little as people wish. Equally, the need for privacy and space is respected. Bedrooms provided are individually decorated and furnished to suit the needs and tastes of the people who occupy them.

People living at the home feel safe and well cared for. The ethos of the home is grounded in good communication, understanding and personal contact to lessen any anxiety residents may have.

There is an established staff team and low level of staff turnover. Staff appear to be well trained and committed, providing for a calm and relaxed atmosphere within the home.

What has improved since the last inspection?

A new system has been introduced to record needs, preferences and intake at each meal

A comprehensive service delivery plan has been developed

A new communication tool has been introduced to assist key workers to ensure residents needs are met

A number of key policies had been reviewed.

Advocacy arrangements with Age Concern are in place

The home is working in partnership with St David's Hospital to reduce the use of anti-psychotic medication

English for Speakers of Other Languages (ESOL) training is being undertaken by

staff with English as a second language

What needs to be done to improve the service?

No areas of non-compliance were identified during this inspection of the service provided at Pontcanna House.

The home should continue with the work being carried out with St David's Hospital and the on-going training and professional development of the staff team.

Quality of life

We (CSSIW) found people using the service appeared to be happy, relaxed and well presented. Everyone appeared to be well cared for, clean and tidy. The women all had their hair nicely done and nails painted if they chose to. The men were clean shaven with neatly combed hair.

We were able to observe people during the lunchtime. The meals smelled and looked appetising. There was a choice of Beef Bourguignon or Spaghetti Bolognese, with sponge and custard or yoghurt for desert. Afternoon tea also looked appetising – sandwiches, mini quiches and other snack food. The manager was aware of special dietary needs of individuals and researched for information. For example one lady needed a low potassium diet due to renal dialysis. There was evidence of research into the foods she needed to avoid in her file. Some residents sat around dining tables, other people sat in upright chairs with small lap tables. Those who needed their clothes protected were assisted to use aprons. The staff demonstrated a caring and respectful presence during the lunchtime. They were quickly able to spot any distress or discomfort and to offer the appropriate support. The lunchtime period was calm and the environment was pleasant and homely. Music was being played and there were vases of fresh flowers in the room.

Before and after lunch, we were able to chat to people who could communicate with us. They expressed that they were happy and well cared for living at Pontcanna House. One gentleman said *"I get the works here – everything"*. We were able to observe the interaction between the manager and the residents. It was apparent she knew all the residents individually and was aware of their preferences and the best methods of communication with each person. There were sufficient staff on duty to provide a calm and efficient service and to enable people not to feel rushed.

People using the service are able to participate in activities and entertainment. We observed impromptu dancing and heard laughter in the home and saw people smiling. Musical events are organised and we saw video evidence of residents thoroughly enjoying one of these evenings, people participating, singing into the microphone and dancing with one another and with staff. Some residents attend a luncheon club. Also, every Thursday, up to six people are taken out for lunch at a local restaurant. People are also able to use the 'clubhouse' facility which is in a small separate building within the grounds of the home. It is a cosy setting, with interesting celebrity photographs on the walls, a small bar, kitchen area and toilet facility. The clubhouse is used for many activities. People sometimes use the facility when family visit. When the hairdresser attends the home, the clubhouse becomes the 'salon' and small groups of residents go to have their hair or nails done. Other days massage sessions are run in the clubhouse or arts and crafts. Some evenings the clubhouse is turned into a 'restaurant' with a nice table cloth and candles on the table. The manager informed that residents are able to go to there for a meal and one gentleman is reported to have said afterwards that he had been to 'the best restaurant in town'. We saw in one file that a lady had used the clubhouse and garden within the last week to celebrate her 80th birthday, which her family were able to organise.

We found that people using the service are able to exercise choice and rights and the home now has permanent arrangements with Age Concern's Advocacy Project and the advocate visits at regular intervals. There is a record of who s/he sees at each visit and also any needs or requirements that arise. We saw evidence that people are encouraged to bring in individual belongings and to personalise their rooms. Where

people are unable to express their preferences, the staff and the manager are able to use their detailed knowledge of each resident' needs and preferences to provide the most appropriate care and support.

Care plans were comprehensive and well organised. Files included a personal history and photograph and the social profile clearly stated the likes and dislikes, as well as the needs of the person. We found that people are able to access a whole range of health services. There was evidence of visits to and from chiropody, podiatry, dental, optical and other medical professionals. Diet and fluid intake are monitored and any issues of concern noted and acted upon. Risk assessments were detailed, covering a wide range of areas including manual handling, falls, pressure areas, behavioural assessments, depression, environment etc. We saw that risk assessments are regularly reviewed and we looked at one example of a falls risk assessment that had been reviewed following a change of the person's medication and a subsequent greater level of confusion.

Quality of staffing

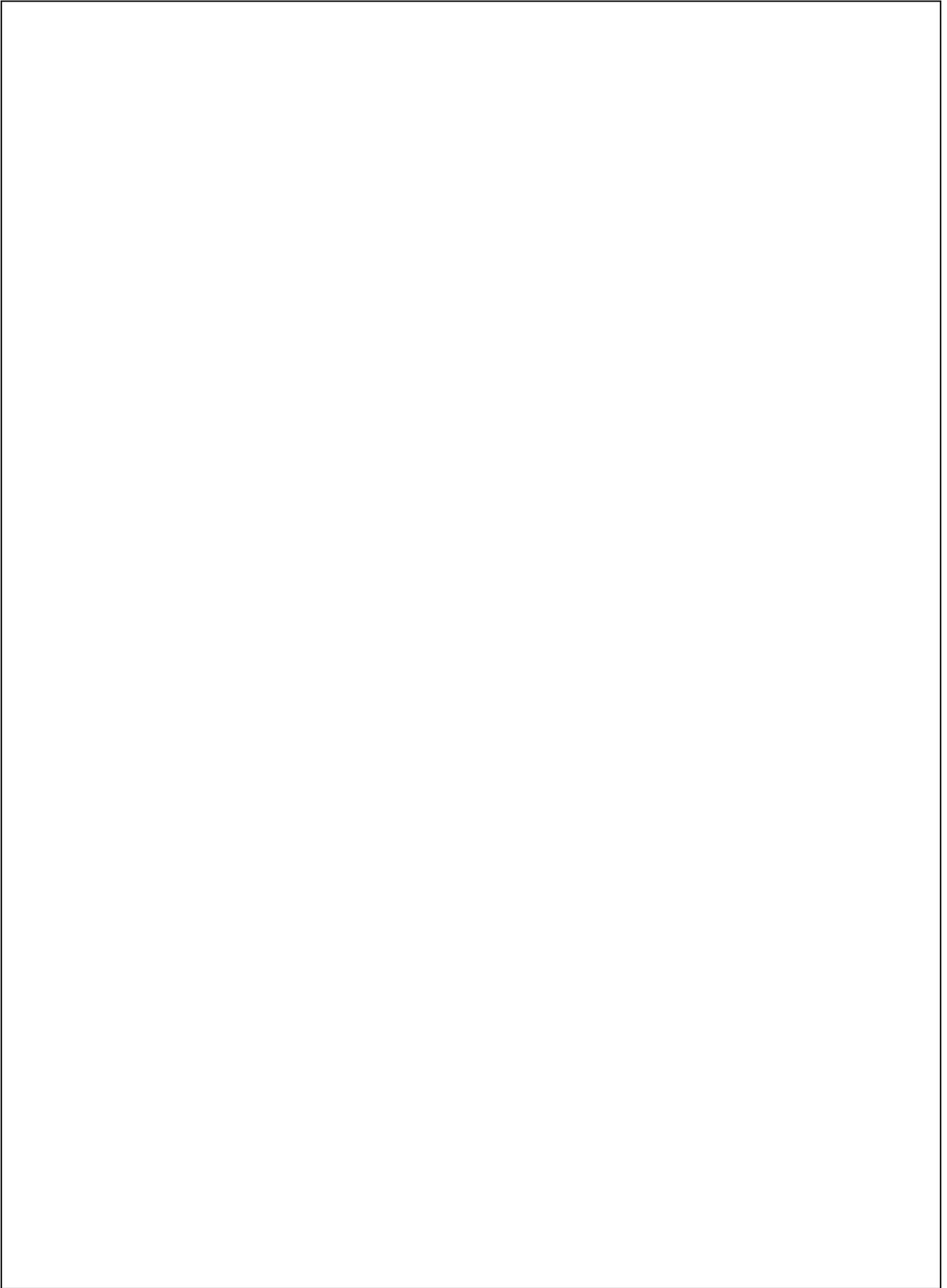
We did not look at any staff files on this inspection. The reason for this is that there have been no concerns about staffing at the home and we have looked at staff records during previous inspections and found that the home always carry out appropriate checks when recruiting staff. We were however able to observe interaction between the staff and the people who live at Pontcanna House. It was apparent through observation that the manager, the deputy and care team had a detailed knowledge of each resident's needs and preferences. The manager informed us that the staff team are established and all staff have been there between 2 and 19 years, providing continuity for the people living at Pontcanna. Sickness levels are low and agency staff are not used. The home does not use a dependency tool to formally determine staffing levels against the needs of people but the manager and other senior staff are very aware of the needs of service users and will adjust staff numbers accordingly.

We were able to look at the staff training matrix. Stirling University's accredited Dementia Care Training is offered to staff. Twelve staff have completed the course and a further eight people are to undertake it. We found that there is broad mandatory training offered weekly by an external training provider including health & safety, first aid, manual handling, food hygiene, COSHH, fire safety etc. Training provided by the local authority is also made use of. Training records indicated that staff receive on-going training and where necessary refresher training. The manager informed that an external training provider conducts three training sessions every Monday at the home to enable staff on all shift to attend one of the sessions. Staff have also received medication training with the pharmacy that they use. Some staff are undertaking English for Speakers of Other Languages (ESOL) training

Through observation during the inspection, we saw evidence of staff using appropriate language in their interactions, demonstrating a commitment to dignity and respect for the people they care for. The manager, deputy and staff demonstrated empathy and understanding of people with dementia.

We found evidence of effective working with other professionals, such as dieticians, social workers, CPN's etc. One social worker had noted in a file "*Mrs x very settled and has clearly benefitted from excellent care here*" (September 2012.)

The manager has volunteered Pontcanna House to work with St David's Hospital to help reduce the use of anti-psychotic medication for the benefit of the people using the service. Staff have been working closely with the Mental Health Team who provide coaching to the staff to help overcome any difficulties arising.



Quality of leadership and management

We found the manager to have a comprehensive knowledge of each of the people in her care. She is a 'hands on' manager, involving herself in the day to day lives of people living at the home. She ensures all staff on duty are observed to ensure the needs of people are being met in the most appropriate way. Her interaction with people demonstrated a high level of priority towards dignity and respect. The manager undertakes continued professional development to keep her own knowledge and skills up to date and to provide a positive role model to staff. She is creative and innovative in how she responds to individual needs with a willingness to spend time trying out new approaches to see what works for each individual.

We looked at the staff supervision record which showed all staff regularly receive supervision and appraisal from the manager. Staff meetings are regularly held to ensure the smooth running of the home and a high standard of care given. We did not look at staff files on this occasion but the manager was able to tell us that all staff have current CRB checks in place.

Pontcanna takes students on placement and during the inspection the manager was guiding a student through the fire and safety procedure, involving showing her the alarm system etc. As visitors, we were also asked to look at the fire procedure and to sign that we had been shown it.

The manager meets with families or representatives, health care professionals and other stakeholders to review care plans and to update them on the progress of the people they are concerned with.

We saw policies and procedures in place, many of which have been reviewed and updated recently. In particular, the medications policy has been changed since Boots pharmacy has been involved in overseeing medications training and prescription. We also saw the new system for recording meals preferences, intake and needs and felt this was a positive improvement.

A new communication tool has been introduced by the manager. This is for key workers to write in when there are any changes or concerns. Seniors review what has been written and update the care plan accordingly. This enables a smooth transfer of important information and ensures nothing is missed.

Pontcanna House has a comprehensive Statement of Purpose which clearly outlines what residents and families can expect from the service. We did not look at the latest Quality Assurance Report on this occasion. However, we were aware of the development of a 'client satisfaction' procedure in place for residents, families and health care professionals. We saw evidence of positive comments received by relatives. There is a complaints procedure in place.

During the inspection, a medication check was carried out. We found medications to be correctly stored and disposed of. All staff were appropriately trained and there was a safe method of taking medicines to people for administration via a suitable trolley. Administration was correctly carried out and Medication Administration Records (MAR) properly completed. We found controlled drugs to be correctly stored and the register accurately completed. We checked the register against a sample of controlled drugs and found no discrepancies. The person with overall responsibility for the management

of medicines is the deputy manager. She demonstrated a good knowledge of the process and the policy. The manager ensures that medication is all prescribed, even where it can be obtained over the counter such as Paracetamol. However, such medication is kept on a separate shelf to avoid confusion and it is given only when it is needed. We recommended that as good practice, Paracetamol is also counted and the balance recorded. The manager and deputy agreed to ensure this is done.

The manager spends a lot of time at the home. She can be found there often until late at night to ensure everyone is happy and settled before bed.

Quality of environment

Pontcanna House is pleasant and welcoming. There is a nice paved garden area with seating at the front where people can sit and watch the world go by on sunny days. We were told local people often stop for a chat as they walk past.

Both the exterior and interior of the house are nicely decorated and maintained providing a 'homely' atmosphere. The house is light and airy, with two spacious lounges and the separate clubhouse. The rear garden is a good size and easily accessible to people. It has plenty of seating and a large covered area. The home is clean and generally free from odour. Bathroom and toilet facilities are adequate and clean.

We had the opportunity to see some of the resident's rooms and they were all nicely decorated with individual colour schemes to suite personal taste. All the rooms we saw had personal touches, looked very clean but also 'lived in' and cosy. The furniture was adequate and homely. An attractive 'roof garden' can be seen from many of the bedrooms providing a nice outlook even for windows facing towards the centre of the building. This is lit up at night and can be seen through large roof windows into the lounge areas below.

The general ambience of the home is relaxed, calm and pleasant. Visitors are welcome and relatives pop in regularly to be given a warm reception by the manager and the staff.

The clubhouse provides an attractive added extra for use by the residents and their families.