



Inspection Report on

Fairfield House

Cardiff

Date Inspection Completed

07/12/2023

Final unpublished report

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About Fairfield House

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Perthyn
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	02 March 2022
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

People are happy with the care they receive and have positive relationships with the care staff who support them. People have personal daily routines and are treated as individuals. People attend activities of their choice and are encouraged to make their own decisions. Care staffing levels are good and ensure people do not wait for the support they require. Care documentation is thorough, robust and reviewed regularly to ensure it remains accurate. Personal plans outline people's goals and how these can be achieved. People have access to health and social care professionals when required. The Responsible Individual (RI) has good oversight of the service and completes regular quality assurance monitoring of the service. There are policies and procedures in place for the running of the service and the organisations statement of purpose is kept under review. A number of environmental improvements are required to ensure the home remains fit for purpose, suitable to meets people's needs and is safe. Care staff receive appropriate training and are happy working at Fairfield House. Care staff receive regular supervision and feel well supported by the manager. People are given information about the service and have access to a complaints process.

Well-being

People have choice and control over their lives. People are at the centre of care planning and have opportunity to express their views. Care staff encourage people to be as independent as they can be and offer reassurance should people need it. People have their own bedrooms which offer opportunity for personal space and privacy. People are encouraged to personalise their rooms to make them as homely and comfortable as possible. People have access to information about the service and their views are sought as part of quality assurance monitoring. People attend activities of their choice and are supported to maintain relationships with friends and family. Care staff attend appropriate training and like working at the service. Care staff receive formal supervision regularly and feel well supported working at the service.

People are generally treated with dignity and respect but their home environment requires improvement. Care staff support people with patience and compassion and speak to people kindly. Personal plans of care contain robust information which guides care staff on how to support people and includes their desired outcomes and goals. There are risk assessments in place to support people with positive risk taking and all documents are kept current and under review. Medication processes are generally safe and robust and people have access to health and social care professionals when required. The RI visits the home regularly and engages with care staff and people using the service. The décor of the home and general maintenance of the building need to be improved to ensure people live in accommodation which makes them feel valued.

People are protected from abuse and harm. Fairfield House has a robust safeguarding policy in place and all care staff attend training in the safeguarding adults at risk of abuse. The manager understands how to raise a safeguarding concern to the Local Authority when necessary. There are policies and procedures in place and complaints to the service are taken seriously. The environment is generally hazard free and fire safety precautions are taken. Care staff recruitment is safe and robust with pre-employment checks completed correctly. There is a system in place to renew Disclosure and Barring Service (DBS) certificates when required.

Care and Support

People get the right care at the right time. Care staff levels at the service are good and ensure people do not wait for their support. The care staff team are relatively new at the service and so the manager is working closely with them to further develop their skills and knowledge of the people they support. People are happy living at Fairfield House and one person said, "*they look after me really well, I love it here*". Personal plans of care contain detailed information about people's needs and how they should be met. There are risk assessments and further information available to care staff where required. Personal plans are very important as they guide care staff on how to care for people correctly. Documents are reviewed regularly to ensure they remain up to date and accurate. We saw evidence people attend appointments with health and social care professionals when required and any professional advice or guidance is added to personal plans. Medication processes are generally safe and robust. Medication is stored correctly and administered safely but we reminded the provider that liquid medication should be dated when opened. We found Medication Administration record (MAR) charts are in place and completed correctly but they were missing a photograph of the person receiving the medication. We were assured photographs would be added as soon as possible.

People are supported to have autonomy over their lives. Personal plans of care are person centred and focus on people's individual goals and how these can be achieved. They include people's likes, dislikes and preferences as to how support is provided. People have their own personal daily routines and do the things which matter to them within the home and in the community. Care staff levels are determined around people's needs, planned activities and appointments to ensure people can fulfil their schedules. People are encouraged to be as independent as possible and supported to do things themselves where possible. People and/or their representatives are included in care planning and review processes to ensure their views are captured and documented. People have access to independent advocacy should they need it.

Environment

People live in an environment which requires improvement. Fairfield House is a large building which provides spacious communal areas including several lounges and dining rooms for people to use as they wish, but the service lacks a homely, welcoming feel. There is a well maintained, safe outdoor space with garden furniture for people to enjoy the outdoors comfortably. At the last inspection we recommended the home would benefit from redecoration throughout and were assured this was planned. During this inspection we found that little cosmetic redecoration has been completed and the home is not being maintained to a sufficient standard. We saw water damage on the kitchen ceiling following a leak and many walls and doors throughout the service need painting. Some repairs have been completed to a low standard or are awaiting completion leaving the home looking untidy and shabby. There are sufficient bathrooms and toilets around the home but we found the bathroom on the first floor in a very poor state of repair. We found damage to the ceiling and an unpleasant odour of damp and sewerage following leaks from the roof and the toilet. Due to the size of the building, two boilers are required to heat the home, but on the day of inspection one boiler was not working and waiting replacement. We found some areas of the home to be very cold and one person living at the service told us they had bought a heater as they were cold. The boiler has now been replaced and we were assured all residents are now warm. We advised the provider we expect improvements to be made in regard to all of the environmental issues highlighted. We have been assured improvements will be made and have seen an action plan for the necessary works to be carried out. This is an area for improvement and we expect the provider to take action.

People live in a generally 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 we were permitted entry. The environment is clutter free and hazards have been reduced apart from an exposed metal radiator bracket on a wall of the first floor. We were assured this would be removed as soon as possible. Safety checks of the building including gas and electricity safety testing take place in line with legal requirements and the fire alarms are tested on a weekly basis. Harmful chemicals are locked away safely and there are window restrictors in place. There is a fire risk assessment in place and care staff attend training in fire safety.

Leadership and Management

People benefit from the leadership and management in place. Fairfield house has 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 smooth running of the service and to inform care staff of what is expected of them. The manager understands legal requirements of caring for vulnerable people and makes referrals to the Local Authority safeguarding team when required. The RI visits the service in line with regulatory requirements and completes a report to support each visit. Quality assurance monitoring takes place regularly and includes seeking the views of the people using the service. Quality assurance monitoring shows the provider is committed to delivering a quality service and making improvements where required. 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. There have been no complaints to the service since the last inspection. The organisation statement of purpose is kept under review and updated when required. This document is important as it sets out what care can be provided, to who, how and when.

People are supported by care staff who are well trained and safely recruited. Care staff attend training appropriate to the roles they undertake and feel well equipped to do their jobs. The care staff team has changed at Fairfield House since the last inspection and so the manager is working with the new care staff to develop their skills further. Care staff receive formal supervision regularly and feel well supported. Supervision is important as it is an opportunity to discuss any practice issues or needs in a formal setting which is recorded. Care staff we spoke with told us they are happy working at the service and spoke highly of the manager. One staff member said, *"I like working here, the manager is great"*, another said, *"I really enjoy the job, I find it rewarding. It's nice to see people getting out"*. We examined a selection of care staff personnel files and found them to contain the required information. Pre-employment checks including references and 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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44	The provider has failed to decorate the home and maintain the building to an acceptable standard. Improvements are required to ensure that people live in a suitable and safe environment that makes them feel valued.	New
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