



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru
Care and Social Services Inspectorate Wales

Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

Bloomfield Care Home

**129 Gower Road
Sketty
Swansea
SA2 9HU**

Type of Inspection – Focused

Date of inspection – Thursday, 21 April 2016

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Summary

About the service

Bloomfield Care Home is registered with Care and Social Services Inspectorate Wales (CSSIW) to provide personal care and accommodation for up to 40 people aged 65 years and over. This includes the separate self-contained annexe known as the bungalow, which provides personal care for up to 9 people with dementia. CSSIW has agreed a variation to the registration to accommodate one person with dementia in the main house, increasing the number of places for people with dementia to 10. There were 31 people living in the main house and 8 people living in the bungalow on the day of the inspection.

The registered provider is J.J.L. Limited. There are two registered managers, Helen Coombes & Louise Lloyd who both have day to day responsibility for the management of the service.

What type of inspection was carried out?

We, Care and Social Services Inspectorate Wales (CSSIW) inspected the service on 21st April 2016 for a scheduled, unannounced, focussed inspection. To inform this report, we considered the quality of life of the people who used the service.

The following methodology was used:

- One unannounced inspection
- Good practice recommendations from the previous inspection report
- Discussions with seven people in the service, three members of staff and both registered managers
- Examination of the Statement of Purpose
- Examination of four people's care records
- Observation of care practices.

What does the service do well?

Although people in this service enjoy a good quality of life, we did not identify any specific areas of good practice within the focus of this inspection that exceeded practice outlined in the Care Homes (Wales) Regulations 2002 or the National Minimum Standards for Care Homes for Older People (2004).

What has improved since the last inspection?

- People in the service now benefit from a staff team that are completing much of their training online, in a more streamlined, time efficient manner.
- People in the service are starting to benefit from having a PAT (Pets As Therapy) dog on the premises.
- People in the service now benefit from the acquisition of a beach hut on a local beach.

What needs to be done to improve the service?

There were no issues of non-compliance noted during the inspection, but we made the following good practice recommendation:

- That people, or their representatives, sign their care plans to denote their agreement to the contents.

Quality Of Life

Overall, we found that people using this service can be confident that the provider makes every effort to ensure the continued high standard of care offered. We saw people being treated with respect, dignity and warmth throughout our inspection and the staff team demonstrated a commitment towards providing people with good quality care.

From the care records, we saw that people's individual support was assessed at an early stage in order to ensure the service could meet their needs. We examined one person's assessment form that documented their support needs, personal preferences and general health issues. We saw that all relevant information obtained from these assessments was then transferred to the person's care plans. The service also helped to maintain people's independence. From the care records, we saw that people had risk assessments in place; for example, where the person was at risk of falls. In addition, a comprehensive record of support was contained in the care records we examined, which confirmed that professionals such as social workers and doctors had been consulted appropriately.

We also saw that all care records were reviewed every month, or more frequently where necessary, in order to remain current. However, we also noted that people had not signed their care plans to denote their involvement or agreement to the contents. We therefore recommended to the registered persons that people in the service, or their representatives, are always provided with the opportunity to sign their care plans.

People have a voice and are encouraged to speak up. We saw that regular house meetings were arranged, and where people did not wish to attend, they were given the minutes after each meeting in order to keep up to date. The registered persons also ensured that people who preferred it, were updated individually after each meeting. People also confirmed to us that they met with their keyworkers on a regular basis in order to ensure their support needs were being met as they wished.

People who live at Bloomfield are encouraged to feel a sense of ownership and belonging, as confirmed through discussion and direct observation. People have chosen much of the décor in communal areas and their own bedrooms. Corridors were painted in bright colours and were decorated with murals and memorabilia for people to interact with. For example, we saw a wall hanging of beads and pearls that people were able to take with them and wear, or to receive some stimulation from. Bedrooms contained clear evidence of personalisation with items such as ornaments, soft furnishings, photographs and items of furniture. People also felt enhanced well being because the service anticipated their needs and provided alternatives for emotional needs to be met. For example, we met a dog who was being trained for a 'pets as therapy' (PAT) dog for the service because people had said they would like to interact with animals.

We found that people's rights are protected at this service. On the day of our inspection, there were Deprivation of Liberty Safeguard standard authorisations for 9 people in the service with a reduced capacity for understanding safety issues in the community due to their dementia. The managers also showed us an application that had recently been made for a standard authorisation for another person. We noted that all documentation was in place and that people and their families had been consulted about the decision.

Quality Of Staffing

This inspection focused on the quality of life of the people using the service. We did not consider it necessary to look at the quality of staffing on this occasion because no concerns have been noted since the last inspection. However, this theme will be considered during future inspections.

We did note that people in the service now benefit from a staff team that have completed much of their training online in e-learning sessions. This provides each staff member to access their personal training in a more time-efficient manner.

Quality Of Leadership and Management

This inspection focused on the quality of life of the people using the service. We did not consider it necessary to look at the quality of leadership and management on this occasion because no concerns have been noted since the last inspection. However, this theme will be considered during future inspections.

Quality Of The Environment

This inspection focused on the quality of life of the people using the service. We did not consider it necessary to look at the quality of environment on this occasion because no concerns have been noted since the last inspection. However, this theme will be considered during future inspections.

How we inspect and report on services

We conduct two types of inspection; baseline and focused. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focused inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focused inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focused inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by telephoning your local CSSIW regional office.