



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

## **Care and Social Services Inspectorate Wales**

### **Care Standards Act 2000**

#### **Inspection Report**

#### **College Fields Care Home**

College Fields Close  
Barry  
CF62 8LE

**Type of Inspection – focussed**  
**Date(s) of inspection – 6 March 2013**  
**Date of publication – 25 September 2013**

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## Summary

### About the service

College Fields is a large care home providing care and support for up to 68 older people who may have nursing needs, are frail, need palliative care and/or have a physical disability. The home was operational when CSSIW was established in 2003 and has been registered continuously with them since that date and is operated by Middlepatch Limited; the Registered Manager is Rachel Kemp who is also the Lead Matron within the home.

### What type of inspection was carried out?

This was the service's annual inspection. It was an unannounced focused inspection, concentrating on people's quality of life but also considered some aspects of the quality of staffing, quality of leadership and management of the service. The home has a good track record. Consideration was given to:

- A discussion with the Registered Manager / Matron

- Analysis of documents received by CSSIW prior to the inspection:

- The previous CSSIW inspection report

- Discussions with approximately 12 people who live in the home; 3 family members, and 5 members of staff (including nurses; care assistants and a cook).

### What does the service do well?

People who use the service are supported by familiar and consistent staff that are committed to ensuring that people receive a good quality of life.

People with complex needs receive care and support from competent staff that are regularly supported by senior members of staff.

Staff appeared to be proud of their role in the home and show warmth towards people living in the home.

People experience a reliable service which they can contribute towards.

### What has improved since the last inspection?

The previous inspection report recommended that the registered persons ensure that further consideration is given to the social interaction required by people living at the home with cognitive impairment, physical disabilities and/or sensory impairment. People are now more positively occupied and stimulated.

The home has an ongoing maintenance programme to continually improve the environment of the home.

### What needs to be done to improve the service?

No recommendations or requirements were made as a result from this inspection.

## Quality of life

We (CSSIW) found that people's needs are anticipated and they are enabled to have access to specialist equipment. Matron told us that they have purchased new moving and handling equipment for individual rooms, such as overhead hoists. People with complex health needs are monitored closely. Family members told us how impressed they were with the knowledge and level of attention from all the staff they had encountered regarding their relative's needs.

We talked to people living in the home and with care staff about the level of interaction people received. The Matron explained what they had done to encourage and support interaction with people. Some people living in the home have 1:1 sessional support, and staff will spend 10 minutes in every hour to encourage interaction and stimulation. People told us that they sometimes go to the lounge, but generally people said that they preferred to stay in their rooms. We observed positive interactions in the lounge with staff engaging with people. People are now more positively occupied and stimulated.

People told us that they were treated with dignity and respect, and feel safe in the home. We observed how staff were courteous and family members told us how their relatives are encouraged to look after themselves as much as possible.

People we spoke with told us how they were able to bring some items of furniture with them and their personal effects. People's rooms were personalised and reflected what was important to them. People told us that they really valued this. Visitors are welcomed and encouraged and the visitors' book evidences this practice.

## Quality of staffing

People living in the home are cared for by a consistent staff team. This is because there is a low turnover of staff and staff tend to work on the same floors in order to develop relationships with people cared for. The use of agency staff is used but as a last resort due to the complex health conditions of some of the people living in the home.

Staff are supported by their line managers at regular intervals. Each floor has their own team meetings to ensure that issues are dealt with effectively. There is also a floor management meeting every Monday to ensure lines of communication are open, and the nurses are fully aware of what is going on in the home.

For those staff members who care for people with more serious health conditions and/or behaviours, which can challenge them, they receive more supervision from the nurses.

Staff told us that the training they had received is very good, and that they are regularly updated with refresher training courses. One person told us that they could always ask for help with queries they had.

## Quality of leadership and management

People living in the home and staff working in the home were clear about what the home provides. There are clear lines of accountability and communication between all members of the team.

People can be confident that if things are not right they will be addressed quickly. Incidents are investigated promptly with clear plans for improvement. Staff told us that the manager is responsive and approachable. The Matron explained what types of quality assurance methods and audits she uses to ensure that people remain safe.

Family members told us that the nurses and management team were approachable and that they felt listened to. They felt that their relative was safe because the home feels well run to them.

## Quality of environment

This inspection did not focus on the environment; therefore, the information below is based on observation.

College Fields is a large building with lots of light and original features. There are bedrooms on each of the 3 floors, which can be accessed by a lift. If the lift is being serviced, there is a mechanism in place to transport foods and drinks to people on the upper floors. Each floor has a different colour scheme to make it more individual and homely. Each floor also has a kitchenette for people to make snacks and drinks.

There are communal areas on the ground floor, including a main lounge and a library room, which is smaller and people use it when they have visitors or for meetings.

The home smelt fresh and was free from any offensive odours.

It was clear that maintenance is carried out duly and regularly. The home has their own maintenance team to ensure that the home is continually well presented.



**How we inspect and report on services** We conduct two types of inspection; baseline and focussed. 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.

**Focussed 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. Focussed inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focussed 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.