Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

Kenfield House

Date Inspection Completed

20/01/2025

About Kenfield House

Type of care provided	Domiciliary Support Service
Registered Provider	Kenfield Swansea Ltd
Language of the service	English
Previous Care Inspectorate Wales inspection	22 May 2023
Does this service promote Welsh language and culture?	This service is not making a significant effort to promote the use of Welsh language and culture.

Summary

Kenfield Swansea Ltd provides a domiciliary support service for people who live in Kenfield House. The service can support up to six males who rent a private room and share the communal space. It operates from an administrative office located within Kenfield House. The service supports people's mental health and promotes independent living. Any physical assistance people may need with personal care is provided by a different care provider.

People receive a good standard of support from an experienced team of staff. Care staff support people to lead a healthy lifestyle and empower them to make their own decisions. People do things they enjoy at home and in the community. People value their relationships with staff and have trust in how the service is managed. The service benefits from consistent leadership and is closely monitored by the Responsible Individual (RI).

Well-being

People are happy with the service they receive at Kenfield House. The goals people want to achieve are identified within personal plans, which are regularly reviewed. People get on well with staff, who ensure they receive the right level of support to continue living safely in the community. One person told us *"I like it here; all the staff are great"*. People consistently receive their prescribed medicines, which are managed safely. Staff support people to lead a healthy lifestyle and attend medical appointments and reviews.

People experience dignity and respect. Care staff respect people as individuals and are kind and considerate in their approach to care. Staff promote choice and encourage people to complete daily activities independently. The RI values people's views and considers their experiences when assessing service standards.

The service promotes people's safety and well-being. Managers ensure enough staff are available to give people support when they need it. Staff closely monitor people's mental health and keep good quality records of how people spend their days. Managers inform the relevant professionals of any concerns, so support strategies can be adjusted and risks reduced. Staff complete training in relation to safeguarding vulnerable adults, support and risk planning and health and safety. People are supported by staff who are appropriately vetted and dedicated to their roles.

People have positive relationships with others, which enhances their well-being. Managers consider people's social and cultural needs during the care planning process. People enjoy family outings and socialise with others at home and in the community. They have developed trusting relationships with the staff and managers and enjoy their company.

Care and Support

The service supports people to have choice and control over their day-to-day lives. People make their own decisions regarding how they spend their time. They lead an independent lifestyle, following their interests and preferred routines. People complete domestic tasks themselves, which include washing and drying their clothes and keeping their home clean. Care staff encourage people to make healthy choices when planning and shopping for meals. Where appropriate, people receive support to budget and manage their finances.

People have opportunities to build social connections. Staff told us they find it rewarding seeing people become more socially active. People have developed mutually respectful relationships with care staff and value the time they spend together. They described staff as *"brilliant"* and *"really good… they all know what I like"*. People may also socialise with other tenants in communal areas. We observed people to be at ease as they watched television in the lounge and moved between indoor and outdoor areas. People enjoy outings with family and meet friends through day centre services. They often access community facilities independently, using public transport if necessary.

Personal plans outline the support people need to continue living independently in the community. They also identify the goals people want to achieve and consider risks to their safety and well-being. Daily records show that care staff support people in line with their personal plans. Personal plans are regularly reviewed, although managers could strengthen the review process by providing meaningful evaluations of their experiences and tracking their progress with personal goals.

People receive input from medical and specialist services to promote their health and well-being. Care staff closely monitor people's mental health and share updates with other team members. Managers refer people to the relevant professionals when they experience health changes. A professional confirmed that the support provided by staff allows people to continue living safely at Kenfield House. Care staff keep clear records of any incidents or concerns, which inform medical reviews. One person told us *"They take me to all my appointments and take notes while I'm there"*. Managers inform the relevant agencies when there are concerns about the continued suitability of the service. This helps ensure people's long-term care arrangements fully meet their needs.

The service has organised systems for managing medication. People receive appropriate support to take their prescribed medication, so they can stay as healthy as possible. Medicines are stored securely and audited by managers to help identify errors and control stock. The manager has introduced annual competency assessments for staff to ensure they continue to practise safely. The service has a medication policy, although this is being revised to ensure it is sufficiently detailed and aligns with national guidance.

Leadership and Management

The service is managed well. Staff are clear about how to access support when lone working and people feel comfortable approaching the manager for advice and support. The service also has an experienced deputy manager who provides strong leadership. We saw people speaking confidently with managers and responding positively to their prompts and direction. Managers generally work well with professionals, although a timelier response to requests for information and documentation would improve communication.

The Responsible Individual (RI) closely monitors the quality of the service. The RI is in regular contact with the staff team and visits Kenfield House every three months to formally assess standards. During visits, the RI gathers feedback about the experiences of those living and working there. Quality of care reviews are also completed every six months. The report from the latest review provides an insight into people's experiences and the challenges faced by the service. Future reports could be developed by analysing performance data and making recommendations for improvement.

The service has a stable team of staff, with most having been employed for many years. As such, staff have a sound understanding of who people are and how best to support them. People confirmed that staff are available for support when needed. Staff often lone work, although managers increase staffing levels when people need extra support. Records show that staff go through the required recruitment checks before being employed. They are routinely vetted by the Disclosure and Barring Service (DBS) every three years.

Staff have the skills and experience to support people effectively. Managers support staff to complete recognised care qualifications and register with Social Care Wales. Staff complete the mandatory training courses outlined in the service's statement of purpose; a key document that explains what the service sets out to provide and how. However, the training programme could be expanded to include a wider range of courses relevant to people's needs and backgrounds. Clearer records are also needed with regards to staff's training achievements. Staff receive formal, individual supervision every three months plus annual appraisals. These meetings allow staff to discuss people's experiences and reflect on their role, performance and development.

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.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

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