



Woodcroft



Woodcroft Care Home, Abergele Road, Rumney, Cardiff, CF3 1RS



02920774500



www.hafod.org.uk

Date(s) of inspection visit(s):

31 March and 2 April 2025. (This inspection took place before Ratings required publication).

Service Information:

Operated by:	Hafod Housing Association Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	60
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	This service is making a significant effort to promote the use of the Welsh language and culture or is working towards being a bilingual service.

Themes:



Well-being



Care & Support



Environment



Leadership & Management

Summary:

People receive support from a kind and caring staff team who know them well and anticipate their needs. People are listened to, and the service arranges their care and support in consultation with them or their family. The service supports people's health and well-being, with involvement of health professionals and opportunities to socialise and do things which makes them happy.

Medication systems are safe.

The environment is secure and suitable to meet people's needs. People have spacious en-suite bedrooms which are personalised. There is plenty of communal spaces and a pleasant outdoor area. Security measures are in place to keep people safe.

Management is strong, resulting in an improvement in the smooth running of the service, due to more effective systems throughout all departments within the home. The service is supported by specialist organisational departments which ensure they follow environment and recruitment processes. A trained staff team are well supported.

The provider is improving their overall monitoring of the service, so it is more effective. The responsible individual (RI) has good oversight of the quality of care.

Findings:



Well-being

People are listened to and are involved in the planning and review of their care and support. The service holds monthly residents' meetings for people to share their opinions and make suggestions. The service consults people and their relatives about the quality of care they receive through quality assurance systems and individual reviews of their care. From the pre-admission assessment through to updates on personal plans, the service consults people or their families to ensure their wishes are captured. This includes wishes around receiving a service in the Welsh language. Care workers allow people time to speak and listen to their views or needs. Care workers show a good understanding of people who are unable to express themselves through speech and can identify when someone is more anxious and needs support. When people find decision making difficult, the service ensures they have representation through family members or advocates. The provider uses feedback about the service, including any complaints, to ensure the service continually improves to support the people living there.

The provider is improving systems to protect people from harm. The service has new management, ensuring systems are in place and followed to record and report any issues. This has a positive impact as there is a decrease in the number of accidents and incidents, and when issues arise, the management acts quickly to address matters. The service provider checks all staff members to ensure they are fit to work with people, receive appropriate training for their role, and understand people's needs. Routines checks and maintenance are complete for the environment and equipment, with required testing taking place at regular intervals. When people are unable to identify risks to themselves which may cause harm, the service ensures this is reviewed by appropriate external authorities.

People are helped to stay healthy and do things which matter to them. Care workers support people to follow their own daily routines whilst encouraging independence. Most people receive support with their cultural and religious wishes. Many people enjoy participating in organised activities which include trips out to places of interest. The service advocates for people, ensuring the things which matter to them are considered and arranged where possible. Families and visitors can visit at any time. One family told us they often visit early morning and appreciate the flexibility of the service to do so. People have access to health professionals. An improvement in systems ensures actions are taken when care workers escalate concerns about people's health or incidents, such as falls. People get the right medication at the right time. The service provides appetising, home cooked food which people enjoy. One person told us *"Lunch is very good; we have a choice of vegetables and salad, and the dessert is always nice."*



Care & Support

People receive kind care and support and are helped to achieve their goals. There are sufficient care workers who know people well, often anticipating a person's needs. People told us "*The care workers are good.*" We observed some considerate care being given to people, including those living with dementia. When we found people needed help, immediate action was taken to provide this. People have support to move around the home, and with eating and drinking, if this is a requirement. People's personal circumstances are considered, and care is tailored to their needs. For example, we saw people with specific dietary requirements being supported in a sensitive way to make them feel comfortable. We observed outstanding compassionate care for one person whose family live away, treating the person with the utmost dignity and respect. The service makes every effort to help people's wishes become a reality. The recent newsletter shows how one person wanted to go to the circus, and this was arranged, helping them to achieve their desired goal.

The provider considers people's health care and recording around this has improved. People have access to health care professionals, including routine checks, for example, opticians. The service is improving the recording around healthcare, including accidents and incidents, to help identify any adjustments needed to the care they provide. One health professional told us they notice an improvement in the service and noted there are less incidents of skin issues. Preventative measures are taken to support people to remain healthy, including provision of healthy meals and snacks, and better monitoring, for example, around fluid intake. The service has a robust medication system and people get the right medication at the right time, with good records around this.

The service helps people who need support with their mental health and well-being. Many people live with dementia, needing input from specialists, and referrals to the Deprivation of Liberty Safeguarding team to ensure any restrictions in place are recorded and agreed. The service ensures consultation with professionals especially when a person maybe experiencing changes in their day-to-day presentation. We observed improved activity and engagement opportunities. We saw people laughing and enjoying events and being with visitors. People told us how much they enjoy contact from animals, such as pets, who visit the home. The service is looking to further improve the well-being of people with the purchase of resources, and adaptation of areas to create more social opportunities.

People or their relatives are involved in developing their care and support. We found service improvements giving people the opportunity to be part of their care planning and reviews, including when they return home from a hospital setting. Appropriate risk assessments ensure people receive support in the safest, but least restrictive way possible. The service is embedding new electronic recording systems to securely store and update documentation. The provider is enhancing the system to ensure people's strengths and abilities are a focus, and plans and records are more detailed.



Environment

People live in a home which meets their needs. Woodcroft has space for people to move around, with wide corridors and good-sized communal areas. Set over three floors, each floor has an accessible outdoor space, with a communal courtyard on the ground floor. People can choose where they wish to spend time, and we saw some people making the most of the spring sunshine, having a picnic or relaxing in outdoor areas. The provider has identified more shaded areas in outdoor spaces would enhance people's experience and is in the process of providing this. People have en-suite rooms which they can personalise. The service is renewing floor coverings with many bedrooms having smoother flooring which improves people's ability to move easily when using mobility aids. It also supports improvements in cleanliness. All bedrooms have suitable beds to provide care safely, and a call system people can use to get help. One person told us how they like their room, especially as they don't need to walk far to go to the lounge area, which helps them maintain their independence. People can choose to shower in their own bathroom or use communal facilities to take a bath using specialised equipment. The provider is in the process of renewing some equipment and cupboards in kitchenette areas on each floor, but these areas are safe and well used by people who enjoy gathering here to share mealtimes. Other communal areas, including a café style space in reception, help people to meet with their visitors in a relaxed atmosphere.

The provider has systems in place to check, monitor and maintain the safety of the environment to ensure people are kept as free from harm as possible. An organisational health and safety specialist department carries out annual checks of the building and facilities, recording any actions required to meet regulatory requirements and identify where practices could be improved. Systems are in place to ensure routine checks and maintenance are prioritised and completed. We saw evidence of testing and inspecting of the environment and equipment. Staff receive updates to ensure they know actions to take in the event of an emergency evacuation and the manager is planning for drills to take place imminently, as they identified these are overdue. As many people living at Woodcroft lack understanding to manage their own safety, the service completes risk assessments to ensure the individual's circumstances are considered. The manager is reviewing this with a better awareness of things which pose more risk to people living with dementia, such as access to toiletries which could be ingested. The RI is supporting this with provision of suitable storage.



Leadership & Management

The provider has systems in place to oversee, monitor and improve the quality of the service, but this requires further work to strengthen these. A responsible individual (RI) visits the service and speaks to people and care workers. Quality assurance systems gauge the standard of service people receive, and auditing systems at various levels are used to test compliance. While these methods identify what the service needs to do to improve, we found actions needed are not always completed in a timely manner. The provider is introducing electronic recording systems giving an opportunity for the service manager and higher organisational officers to have instant access to information. This allows better oversight, but the system needs testing and embedding. The provider is addressing the need to maintain a more stable management structure and team, to prevent gaps in communication, service provision and quality. While the provider has given assurances through the introduction of an effective manager and improvements in systems, this needs to be embedded and sustained. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

The service is run smoothly. A manager is in post who values the workforce, supporting them to understand and carry out their roles in line with policies and procedures. Care workers tell us they notice a positive difference since the arrival of the new manager. The manager is prioritising the safe recruitment of care workers across the whole service to fill gaps, reducing the reliance on agency care workers. When agency care workers are needed, the service uses the same ones and residents know them, and they know residents and their needs. Systems of recording and reporting have been improved especially around incidents, ensuring the management have good oversight of this to identify any trends, or actions to be taken. There is an overall improvement across all departments of the service, including the catering facilities where the highest level 5 has been achieved through Environmental Health inspection. The manager receives support from the RI, enabling access to budgets to secure the ongoing improvements required for the environment and care delivery.

The provider mostly recruits, trains and supports care workers as required. The organisation has a specialist department to manage the pre-employment checks for care workers which includes evidencing the person is fit to work with people. The service is responsible for checks around agency staff, and although these are happening, the provider is considering how further improvements can be made. There is an extensive training programme available, and staff are mostly up to date with this. Staff told us they appreciate the face-to-face training they receive and are up to date with their online training. The management team are starting to secure more in-depth training around oral care and dementia in addition to other subject areas such as safeguarding and skin care. The organisation is working innovatively with local health boards to provide more face-to-

face training.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
People may be at risk of not receiving an appropriate service as the provider needs to further develop and strengthen their monitoring and improving systems.	31/03/25

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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