



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

### **Care Standards Act 2000**

#### **Inspection Report**

##### **Stanley Villa**

1 Stanley Street  
Wrexham  
LL13 8NU

**Type of Inspection – Focussed**  
**Date(s) of inspection – 5 March 2014**  
**Date of publication – 7 April 2014**

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## Summary

### About the service

Open minds is the trading name of AC Counselling limited. The service provides a abstinence and withdrawal programme for people who are addicted to alcohol or street drugs. The Stanley Villa is the name of the house from which the services are provided and is located close to Wrexham town centre. The Manager and responsible individual is Janet De Vera Davey who is also registered with the Care Council for Wales.

### What type of inspection was carried out?

An unannounced focussed inspection was carried out on the 5<sup>th</sup> March 2014 between the hours of 10am am 12:30 pm. The following methodology was used during the inspection

We spoke with staff on duty

We toured the building and saw 6 bedrooms, communal areas and newly refurbished kitchen and dining room.

We spoke briefly with a couple of people using the service, who were on their way out to a weekly organised fitness activity.

We viewed 3 care plans.

We viewed the self assessment documentation completed by the registered persons prior to the inspection visit.

We spoke with groups of 14 people using the service

### What does the service do well?

The home provides a supportive environment to people entering an abstinence programme. Clear procedures and structure provide a safe environment for people to live and manage their individual needs towards rehabilitation.

### What has improved since the last inspection?

The service has made significant improvement to the kitchen and dining area for people during their stay in the house. This has allowed more independence for people during their period of rehabilitation.

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

One area of non compliance have been identified during this inspection in respect of the use of CCTV in the home. Due to the specialist care the service provides. We have referred the issue to our registration and enforcement team. We have not issued a non compliance notice at this time.

## Quality of life

Overall people who use the service can be confident that whilst on their individual recovery programme they will be supported by staff who have an insight into the process and are able to effectively provide support and encouragement.

People who use the service can be confident that they will be listened. This is because during our visit we observed that people using the service were able to ask questions and raise any concerns with staff. One person was having mobility problems and the staff were able to offer solutions, but also ensuring that the person understood that there were procedures in place that had to be followed before any changes were initiated.

People who use the service can be confident that there is a structured programme of support and care during their rehabilitation. This is because we were able to evidence the daily activity programme of both individual and group counselling. There are strict guidelines and an emphasis on people developing more positive lifestyle choices and daily routines. We were able to observe that people were being supported to help them to prepare for a trip to a local gym and swimming pool. Staff were firm but supportive and the people using the service were receptive to staff instructions.

People who use the service can be confident that Whilst each program is individually planned, All people using the service receive medical support from nurses and a local General Practitioner who are specialists in multi phased treatment programmes. We viewed 3 care plans and found them to contain evidence of detailed pre assessment, risk assessment and regular reviews of care. As this is a programme of support we evidenced that consent of the person had been obtained and that there was a document which clearly laid out the responsibilities of the individual whilst on the programme which had been signed in all care plans seen

The organisation has established close links with local abstinence charities, who together with the home staff work closely with the people who use the service to assist their re-integration into the local community. The programme ensures that through a social committee of past service user's people are able to be in contact with others who have successfully completed a programme of recovery.

People who use the service whilst restricted under the constraints of the recovery programme are able to learn new skills in independent living and share duties in the home in respect of cooking and cleaning. We evidenced duty rotas in the home and a well stocked food pantry. We spoke with two groups of people using the service who were at different stages in their treatment programme. People we spoke to spoke highly of the counselling staff and of the whole programme in general. Some felt that the periods of exercise were not as often as they hoped. This was discussed with a member of the staff who agreed to pass concerns to the registered person, but who also explained that these concerns had been highlighted and recent changes had been made to the programme. It was further explained that due to the limitations in time, the counselling and therapy sessions were a priority in the programme.

## Quality of staffing

This inspection focussed on Quality of Life issues. CSSIW did not consider it necessary to look at the Quality of Staffing on this occasion because the self assessment form did not identify any issues. However this theme will be considered at future inspections.

## Quality of leadership and management

This inspection focussed on Quality of Life issues. CSSIW did not consider it necessary to look at the Quality of leadership and management on this occasion because the self assessment form did not identify any issues. However this theme will be considered at future inspections.

## Quality of environment

This inspection focussed on Quality of Life issues. CSSIW did not consider it necessary to look at the Quality of environment on this occasion because the self assessment form did not identify any issues. However this theme will be considered at future inspections.

People using the service can be confident that there is a programme of refurbishment this is because during our visit we were able to see the finished kitchen and dining area and also observed that work was starting to clear the over grown garden area outside the home. People using the service were pleased with the work that had already been undertaken.

The home has in place a Closed Circuit television system in place on the exterior of the home and in the hallway kitchen and dining area. Whilst cameras to the external premises are allowed the use of internal cameras in a home are not. It is accepted that this service does not meet the usual description of a care home and that the company has in place a detailed policy on the use of such cameras and is registered with the appropriate bodies. To ensure compliance with the Care Homes (Wales) Regulations 2002 we have referred this to our Registration and enforcement team for further information. We have not issued a non compliance notice at this stage.

**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.