



## Riverside House



Swansea



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Date(s) of inspection visit(s):

14/07/2025

### Service Information:

Operated by:	Horizon Support Services Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	3
Main language(s):	English
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

## Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

## Summary:

Riverside House is a very small care home, supporting adults who need support with personal care due to needs arising from a learning disability and / or mental health diagnoses. People have good well-being in Riverside House. They lead active lives when they choose to and are supported to do things that matter to them. People are settled with a dedicated and close-knit care team who know them well.

Care and support is good. Personal plans and documentation are up to date and give a good overview of people and how their support needs are to be met. Documentation is available electronically and daily records are updated daily to ensure information is instantly available to the care team. Communication with family members is good and, where possible, they are consulted with for any concerns or queries about the care being delivered.

The environment is good. It is homely, comfortable and well presented. People benefit from large spacious areas that are personalised to their needs and likes. Décor and furnishings are of a high standard and very comfortable. There is a garden to the rear of the property where people can enjoy the outside, should they choose.

Leadership and management is good. The manager and Responsible Individual (RI) have worked in the service for a long time and have a good knowledge of the people they support. The small

care team has been recruited appropriately and have completed training to ensure they have the necessary skills for the role. There are good systems in place to oversee the service.

## Findings:



### Well-being

Good

People live healthily and safely with control over their lives. There is a person centred approach to care in Riverside House and, wherever possible, people are encouraged to participate in decisions that affect their lives. Family members are consulted with where possible and act as advocates to ensure people's voices are heard. There is a small and consistent staff team in the service who provide routine and regular support to people and know these routines well. They have developed a good understanding of the people they support and know how they communicate their thoughts and wishes. Personal plans and corresponding risk assessments are written clearly and give care staff a good overview of what matters to people and how their needs should be met. People are encouraged to lead active lives and access the community regularly with their care staff. New activities are explored, when possible, to try to enhance their well-being further. Communication with relatives is good and any issues around people's health are chased up promptly.

People are safe and protected from abuse and neglect. All care staff have completed safeguarding training and understand their roles and responsibilities and how to report concerns should they arise. Policies and procedures are in place to ensure the ongoing smooth running of the service. The building, furnishings and equipment are all in a good state of repair and safe for people to be supported effectively. Appropriate staffing levels are in place to ensure people are supported effectively and safely both within the home and when out in the community. Appropriate safeguards and advocates are in place for people who do not have the capacity to make decisions about their care and accommodation.

People are supported to cultivate safe and healthy relationships. Visitors are welcome in the service and visit routinely. People are supported by familiar care staff and a management team who know them very well, understanding their likes and dislikes and how to respond to them at different times of need. Care staff are dedicated and feel content in their roles. Those spoken with told us they feel valued and feel they are making a positive difference to people's lives. People living in the service do not speak Welsh, therefore there is no demand to provide a service in Welsh at present. This will be looked at if this changes.

People live in accommodation that supports their well-being outcomes. The service is homely and welcoming with large internal and outdoor spaces for people to spend their time. There are multiple oversight tools in place to ensure the environment remains safe and in a good state of repair for people. Bedrooms are personalised and people have photos of their families and loved ones on display. There are multiple risk assessments and checks on many aspects within the service to ensure it continues to meet the needs of people living there.



## Care & Support

Good

People receive the quality of care and support they need to achieve their personal outcomes. Personal plans give a good oversight of the person and what matters to them. Many aspects of the plan are written in the first person and capture their preferences on how best to support them. Families are consulted with when possible if there are difficulties with communication, to ensure their preferences are still respected. We saw good detail on these plans. Multiple risk assessments are in place to support them and ensure any identified risks in delivering care are minimised as much as possible. Personal plans and risk assessments are regularly reviewed, ensuring they consistently meet the needs of people. Care staff record daily activities of people effectively and these are stored electronically, so can be accessed quickly and effectively.

People are protected from harm and abuse. Appropriate Deprivation of Liberty Safeguards (DoLS) authorisations are in place for people who are unable to make decisions about their care, support, and accommodation. These are reviewed and renewed as required. The small and consistent care team know the people they support well. This enables them to recognise any changes in behaviour quickly to determine whether people are feeling unwell or distressed. Care staff can adapt the support they give to people due to this and can ensure they are safe from any harm. Equipment is in place to support people in bathrooms to minimise the risk of falls and injury.

People's medication is safely managed. Medication is stored appropriately in a designated locked room. Temperature checks and logs are in place to ensure safe storage conditions. Medication administration records (MAR) are viewed and completed appropriately, with no visible gaps seen. The use of medication 'as needed' (PRN) is also logged with reasons for prompting. There is minimal stockpile of medication in the service and only what is needed is requested. Daily counts are in place to ensure medication quantities are correct and the manager conducts monthly audits to ensure any discrepancies are followed up. Due to the small care team in place and low staff turnover, any symptoms of deteriorating health are recognised quickly so prompt action to seek medical advice takes place. The service supports people to attend appointments and clinics. Documentation for these is available in hard copy files and any amendments to care provision is updated as needed on the personal plan.

Risk of infection is minimised in the service. The service is clean and maintained daily. Personal Protective Equipment (PPE) is available for use as and when required. There are good procedures in place for food preparation.



## Environment

**Good**

People live in an environment with appropriate equipment to help them achieve their well-being outcomes while identifying, mitigating and reducing health and safety risks. The service is very homely and nicely decorated with comfortable furniture and fittings in place. On entry, there is a large open plan lounge and dining room with stairs leading to the bedrooms upstairs. Towards the rear of the building there is a galley kitchen and a conservatory. At the rear of the ground floor there is an adapted en-suite bedroom which has a track hoist in place and accessible shower room. There is a lawned rear garden and small patio area where people can enjoy the outside space. There are a further two large bedrooms upstairs with wash basins and a very large bathroom, with adaptations in place. A small, locked medication cupboard is also upstairs. All areas of the service are well presented, personalised, and in a good state of repair.

The service is well-maintained, homely, and there are procedures in place to identify and mitigate risks to health and safety. Up to date certificates are in place for utilities in the service, including gas, water and electrical checks. There are good procedures in place to keep the service clean, with daily checks to ensure all areas are cleaned effectively. Hazardous substances are stored appropriately to minimise risk to people. Routine daily, weekly and monthly checks take place in the service, which include fire sensor checks, water temperatures and daily walk arounds. No gaps were visible in these records. There is a fire risk assessment in place and personal evacuation plans are up to date with emergency fire drills rehearsed monthly.



## Leadership & Management

Good

People are supported to achieve their outcomes because there are effective organisational arrangements, governance and oversight to ensure smooth operations and high-quality care. Riverside House is a very small service with a small staff team. The manager and RI are visible regularly and are part of the rostered staff team to deliver care, This means they know the people supported very well. The RI seeks feedback from people, their relatives and staff to ascertain any improvements needed in the service and documents these accordingly. The manager conducts routine audits in the service to ensure all aspects are operating smoothly. These audits include staff training, financial, night checks and more. Bi-annual quality of care reviews were seen and contain information on what the service has achieved and plans going forward. Multiple policies and procedures are in place, being reviewed as required to reflect any changes in the service and legislation. The Statement of Purpose continues to reflect the service well. Whilst the overall oversight of the service is good, at the time of inspection, the provider had not submitted their annual return as required. This is a key requirement to ensure transparency and accountability in service provision. We have advised the provider of the need to complete and submit the annual return without delay. We will monitor this as part of our ongoing regulatory oversight.

People are supported by staff with the necessary expertise, skills, and qualifications to meet people's care and support needs. The service provider maintains an appropriate number of vetted, knowledgeable, and competent staff who are effectively deployed within the service. The provider ensures continuous learning and development opportunities are provided for staff. Staffing levels in the service are appropriate to meet the needs of people. Personnel files were viewed, and we found all required documentation in place to evidence safe recruitment and vetting of care staff. These documents included previous employment checks and identification documents. There has been a significant improvement in the training completed by care staff since the last inspection. The staff training matrix was viewed, and all care staff are up to date with the service's mandatory training, with several additional training opportunities also completed. We saw care staff have regular supervision and annual appraisals. Those spoken with feel valued in their roles, confident with the training they have received and are complementary of all aspects of the service, especially the person-centred care they are able to provide.

## 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.

**CIW has no areas for improvement identified following this inspection.**

**CIW has not issued any Priority action notices following this inspection.**

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