



Inspection Report on

Highfield Care Home

**Pendine Park Care Organisation (summerhill) Ltd
Summerhill Road Stansty
Wrexham
LL11 4YE**

Date Inspection Completed

29 June 2021

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About Highfield Care Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Pendine Park Care Organisation Ltd
Registered places	112
Language of the service	English
Previous Care Inspectorate Wales inspection	1 October 2019
Does this service provide the Welsh Language active offer?	The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

Highfield is divided into two units, with familial names of Highfield and Cae Bryn. Both provide nursing care, and Cae Bryn mainly supports people with dementia. The homes are purpose built and are clean and inviting. Both homes offer a variety of communal spaces for people to safely and easily access apart from Cae Bryn, first floor; there are plans to address this.

Staff know people well, interact in a kind and caring manner and provide support when and how people like it. Personal plans detail how people like their individual needs to be met and are regularly reviewed. Activities at the service are regular and varied to ensure people's physical and emotional well-being. People are kept safe through good safety measures, including infection control.

There is good management oversight of the service. Audits of key elements of care are carried out. The Responsible Individual visits as required and talks to people who live in the home and staff to obtain feedback about the service. There is ongoing investment to improve the service. Staff feel supported by the manager and receive supervision. There is training in place to support staff development and help them carry out their work safely and effectively.

Well-being

People have control over their day to day life. Care documentation show that people are able to make their preferences known, and we saw that these are respected. People are able to get up and go to bed when they choose. They can choose how and where they spend their day. People are able to contribute to decisions about their living space and how it is decorated.

People receive good support to maintain their physical and mental health and wellbeing. Records show that people are supported to access a wide range of health care professionals in a timely manner. People receive the care and support they need at the time they need to ensure their physical health is well maintained. People can access activities to support their mental wellbeing. For example, recently members of Halle orchestra attended the home, to provide an outdoor concert.

Good systems are in place to protect people from abuse and neglect. Staff receive regular training on safeguarding and would report any concerns. The service assesses risks for individuals and has personal plans to provide guidance on how to reduce them. The service has good infection control measures in place.

People are supported to maintain family and personal relationships. Throughout the Covid 19 pandemic, the service have helped people remain in contact with people who are important to them. This has included the use of Information Technology and visits as government guidelines has permitted. People have good relationships with care staff, and interactions are friendly and warm.

People live in accommodation which is suitable and well maintained. We saw some areas were in the midst of being improved. We were advised of plans to improve other areas. The upstairs area in Cae Bryn should be improved so that people have safe and easy access to sitting, recreational and dining space.

Care and Support

The service considers a wide range of views and information to confirm it can meet people's needs and outcomes. A pre assessment is carried out before a decision is made about whether the service can meet a person's needs. Where possible the view of the person and their representatives are sought.

A comprehensive care plan system helps staff to have a good understanding of how people like to be supported. Personal plans reflect people's individual needs and are reviewed regularly. The service needs to ensure that people and their representatives are involved in reviewing personal plans. Interactions observed showed people's needs and preferences are well known. Most staff are warm in manner to the people they are supporting, and humour is used when appropriate.

People are well supported to maintain their physical and mental health. People have a good range of food to choose from, and we saw people enjoying their food. People's food preferences are identified and shared with relevant staff. People receive support with food and fluid intake, as needed. Within Cae Bryn a revised system is being introduced to improve the lunchtime experience for people. Attention is given to enrich people's lives with activities. A range of activities is provided, although this has been reduced due to Covid 19 restrictions being followed. People are free to engage with activities if they choose. People are supported in a timely manner to see a wide range of healthcare professionals, from GP's to psychiatrists and dieticians. Staff are trained to look after medication and have their competency checked. The service carries out audits on medication to ensure good systems have been followed.

People's safety is well maintained. The service has strong systems in place to ensure people are safeguarded from abuse, through regular training and easily accessible policies. Infection control systems are good, and there is a wide range of measures in use to ensure people are safe from Covid 19. This includes testing visitors to the home, a designated handwashing station at the entrance, a designated visiting area as well as good use of personal protective equipment (PPE) by staff and visitors. Cleaning was observed during the inspection and cleaning schedules are in place and the frequency of cleaning high touch areas has increased.

Environment

The service provides people with care and support in a spacious location and environment. Facilities and equipment promote personal outcomes effectively. One family member told us the bed provided for their relative is much more comfortable than the hospital bed, which helps with better sleep. The home is accessible and safe with appropriate security measures in place. The general environment is welcoming and clean. Redecoration and refurbishment in some areas has taken place, and more work is planned and ongoing. People are able to choose where to spend their time in Highfield. Within Cae Bryn people who have bedrooms on the first floor, have limited easy access to communal areas. The service told us they have identified this an area for improvement. Equipment to support people with their needs is well maintained, in line with current legislation.

Health and safety of the home is well managed. A member of staff oversees all maintenance issues and has a good system in place to support this. Checks take place to ensure fire safety equipment is safe and the nurse call bell system is working as it should be. Maintenance of the home is planned and it was evident that the service has a rolling programme of work in place to maintain and improve the environment.

Leadership and Management

People are supported by staff who are suitably fit. There are thorough recruitment processes which ensure staff are of good character to work in the service. There is a robust training system in place, and there are two in house trainers based in the homes to support staff with all their learning needs. Staff are supported to work through training materials on a wide range of subjects. Manual handling training is done within the home, and in house trainers observe practice and deal with any issues as they arise. Staff told us that there are times when they are short staffed due to unplanned absences. We were informed by the management team that staff recruitment is ongoing at the service to improve the staffing situation for both care staff and nurses. There are good systems in place to support staff, for example regular supervisions, emails to update staff on changes in practice and other offers of support. Overall staff told us they feel well supported by the management team.

The provider has strong quality assurance processes. They have audits in place so key aspects of care can be monitored, for example, care plans, falls, medication and infection control. The Responsible Individual (RI) carries out three monthly visits to the service and talks with people and staff. The RI reports show oversight of many aspects of the service which helps to ensure quality of care is at the forefront of the service. A quality of care review was completed in May 2021.

The service has a culture of working to improve the service. The service has an open relationship with key stakeholders and responds well to recommendations. The service are making investments to improve the environment, and are continually enhancing management tools.

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

None	
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Areas where improvement is required

None	
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