



Inspection Report on

Hillbury House Care Home

**2 Hillbury Road
Wrexham
LL13 7ET**

Date Inspection Completed

21 June 2021

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About Hillbury House Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Pendine Park Care Organisation Ltd
Registered places	64
Language of the service	English
Previous Care Inspectorate Wales inspection	24 February 2020
Does this service provide the Welsh Language active offer?	No

Summary

Hillbury provides care and support for people with dementia in a warm and friendly environment. The premises is safe and accessible, and re-decoration and refurbishment are ongoing.

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 met, although care should be taken to ensure current details are easy to identify. 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, although some improvement is required.

Well-being

People at Hillbury are supported to have control over day to day life. People and their families are consulted on how they want to be supported. Their personal plans detail their individual needs and preferences. People are consulted over their food preferences. People can choose where they spend their time and what time they get up and go to bed.

People's physical and mental health are promoted. People enjoy a varied menu, which they have input towards. There are regular activities, which people can choose to join in with. People are supported to access the garden if they want to. People live in an improving environment. Ways of improving the environment are continually being identified and acted upon. Living in a well maintained environment contributes to people's well-being.

People's risk of harm or abuse is well managed. Staff receive regular training and updates on safeguarding, and there is an up to date training pack (toolkit) that is easily accessible to staff. Staff understand their responsibilities to report any concerns. Everyone has a personal emergency evacuation plan (PEEP). People at risk of falls have a comprehensive assessment in place to reduce their risk. There are good systems in place to manage infection control in line with current national guidance.

People have, and are supported to maintain, good relationships with others. During the Covid 19 pandemic people have been supported via a range of means to keep in contact with those who are important to them. We saw people have good relationships with staff.

Care and Support

People receive care and support that meets their individual needs. People's needs are assessed and planned for before they arrive at Hillbury. Personal plans are generally thorough and demonstrate people's individual preferences and known and understood. However, all plans should contain sufficient detail for staff to ensure they can consistently support all aspects of support and manage risks. Personal plans are reviewed monthly, although recently, due to Covid 19, this has not been done with families; this will be addressed imminently. The service should rewrite plans when there are significant changes in need, to ensure information is easy to access by care staff. Family members we spoke with praised the care their family members received.

People receive good support from friendly and respectful staff. We observed people receive support as described in their care plans. It is clear that people can follow their own routines as described. Staff are kind and respectful and provide care in a relaxed manner. Feedback from people and their families is very positive about the care and support they receive.

People have access to a range of healthcare support. We saw from records people are supported to access a wide range of healthcare professionals, including GP's and community psychiatric nurses as needed. We spoke with a visiting healthcare professional who said there is good communication with the service, staff follow guidance and they ask for support in timely way. People can enjoy a wide range of activities to support their mental well-being from quizzes, bingo, games to live music. New technology is being introduced to enhance the activities people can join in with and will be more individual. People receive the medication they require. Medication audits check processes are safe and staff are competent in all aspects of dealing with people's medication.

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, as well as good use of personal protective equipment (PPE) by staff and visitors.

Environment

The service provides people with care and support in a spacious location and environment. Facilities and equipment promote personal outcomes effectively. The general environment is welcoming and clean. Redecoration and refurbishment in some areas has taken place, and more work is planned. People are able to choose where to spend their time, be it in their own personalised rooms, in communal lounges or the garden areas. Equipment to support people with their needs is well maintained, in line with current legislation.

Health and safety of the home is well managed. Equipment is checked to ensure it is safe, as per legislation. There are good infection control measures in place, and policies and audits have been updated to ensure they are in line with current national guidance and legislation. There is a team that carry out daily cleaning, following comprehensive schedules and up to date guidance.

Leadership and Management

People are supported by staff who are suitably fit. Thorough recruitment processes check staff are of good character to work in the service. Staff receive a wide range of mandatory training, and additional supplementary areas. Further training on key health issues has been arranged and staff will be encouraged to access all training. Staff told us they feel they receive enough training to do their role. One to one supervisions were suspended due to the Covid 19 pandemic and these have been recommenced, which will support staff and enhance good practice. Staff like working at Hillbury and feel well supported by the management team. Staff generally feel they have enough time to do their job well. They noted on some occasions they could be a little rushed. The provider told us they would look at this and recruitment is ongoing.

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 December 2020 and work has commenced on completion of the next six monthly report.

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

Personal plans not reflective of people's needs and do not include recommendations from healthcare professionals

Recruitment process not always followed robustly. Staff member started (not shadowing) without references or risk assessment for trace on DBS

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

None

Areas where priority action is required

None

Areas where improvement is required

None

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