



Inspection Report on

Hillside Home

**HILLSIDE HOME
TROED Y RHIW
GOODWICK
SA64 0AU**

Date Inspection Completed

23/08/2019

Welsh Government © Crown copyright 2019.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.

Description of the service

Hillside is a regulated care home service located on the outskirts of the town of Goodwick. The service is registered with Care Inspectorate Wales (CIW) to provide care and support to up to 22 people requiring personal care.

The registered provider for the service is Pembrokeshire County Council and the responsible individual is Susan Thomson. A manager, who was registered with Social Care Wales and took operational control of the service on a daily basis, was in place at the time of the inspection.

This was the first inspection of the service since it was registered under the Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA).

Summary of our findings

1. Overall assessment

People living in Hillside receive the right care and support at the right time. People are cared for by staff who have a good knowledge of their needs and preferences and are sensitive and discreet in their provision of care and support. The staff team is well led and committed to making a positive difference to the lives of the people living in the care home.

There is a clear programme of maintenance and refurbishment of the building in order to promote an environment in which people feel comfortable and are supported to be as independent as possible.

There are systems in place to oversee and improve the service and audits are carried out to monitor practices and improve the quality of the service.

2. Improvements

The home was recently re-registered under the new Registration and Inspection of Social Care Wales Act 2016 (RISCA) and this was their first inspection under the new legislation. Any improvements will be considered as part of the next inspection.

3. Requirements and recommendations

Section five of this report sets out any recommendations to improve the service. These include the following:

- A clear recent photograph to be attached to people's care files

1. Well-being

Our findings

People living in Hillside are supported to be as healthy and active as possible. We found that people were encouraged to participate in things that made them feel valued and happy. One person told us that they took a walk round the grounds each day in order to enjoy the garden and views which it offered. Another told us that they go out into the local community with family members on a weekly basis. People spoken with commented on how well they had settled into the home and how care workers had helped them to make the transition from their own homes to residential care. People had opportunities to socialise with others within and outside the home. We saw people in the lounges and in the dining room chatting together in an interested and informed way. Care records evidenced a good deal of relevant information about people prior to their admission to the home, detailing previous occupations and interests. People relevant to residents were clearly identified and this enabled care workers to talk with them in an informed manner.

A range of activities is available for people to participate in. People's individual interests or hobbies were noted in their care records in order to inform staff. Care records identified that people had participated in 'Move It or Lose It' armchair exercises, listening to a harpist in the adjoining day centre, playing board games such as snakes and ladders, playing Velcro darts, looking at old photographs in order to reminisce, watching films on dvd and doing jigsaw puzzles. Two film sessions were taking place during the afternoon of the inspection in the lounges. We listened to staff discussing the films with people and noted that there was a warm and comfortable atmosphere which helped people to relax. Staff told us that people had regularly been supported to visit the nearby seafront during the summer months, to look at the sea and enjoy an ice cream. We conclude therefore that people's lives are enhanced by the opportunities provided to be involved in activities and to socialise with each other, staff and the local community.

There are good systems in place to protect people from abuse and neglect and to enable people to feel safe. We saw records of appropriate applications under the Deprivation of Liberty Safeguarding procedures. This ensured that any restrictions on a person's activity were lawful. Staff spoken with demonstrated a good understanding of safeguarding and had been trained in safeguarding policies and procedures. There were risk assessments in place which identified people's particular vulnerabilities and the strategies for protecting them from harm. Any accidents or incidents that occurred were recorded and routinely reviewed by the senior managers. Any incidents which had occurred had been appropriately reported to the CIW and the local authority. People said that they felt comfortable and safe living at the home. This led us to believe that people's safety and well-being is actively promoted.

People living in the home can experience a sense of warmth and belonging. During our inspection people looked relaxed in the company of staff and appeared comfortable with the support they received. People commented that they were happy and we saw staff having warm and friendly interactions with people and treating them in a caring and respectful manner, for example, people were asked about their menu choices and what they wished to do during the afternoon. We witnessed staff being attentive to people and that they had a

good awareness of people's needs and preferences. They communicated with people in ways which they understood and staff could converse with people in Welsh if this was preferred. Many of the staff had worked at the home for some time and this contributed to good continuity of care. We noted that visitors were made to feel very welcome within the home and that people were supported to visit friends and family within the community. We conclude that people have positive relationships within and outside of the home.

2. Care and Support

Our findings

People receive a good standard of care which is flexible and responsive to people's changing needs. The staff team work together to provide people with care which maximises their independence and supports them appropriately. Referrals to relevant health and social care professionals are made in a timely manner and people receive proactive care. We looked at the care records of four people who receive care. We saw that these were comprehensive documents with clear and person centred information about people's care needs. Care records were clearly divided into specific areas such as 'Mobility'; 'General Well-Being' and 'Nutrition'. There was a clear link between assessment information, care plans and risk assessments and amendments were clearly identified. Care plans demonstrated good evidence of person centred care and attention to detail, for example, 'x likes light on over bed, switch off at 10'; 'ensure buzzer is within reach, cold drink to be left for overnight'. Moving and handling assessments had been carried out and identified any equipment to be used to assist people. We noted that a record was kept of all contact made with health and social care professionals and that those professionals were consulted in a timely and appropriate way, ensuring that changes in people's needs were received a prompt response. This was confirmed by people who said that staff acted quickly if they needed to see the nurse, doctor or other healthcare professional. People therefore receive the right care at the right time and are supported to be as healthy and active as possible.

People living in Hillside are treated with dignity and respect. We walked around the home and saw care workers spending time speaking and sitting with people. We overheard informed and meaningful discussions taking place and saw that people responded to staff in a positive manner. We saw that care workers responded promptly to any requests from people and that they did this in a polite, cheerful and helpful manner. We read information in care records which assisted staff to communicate with people in the most appropriate way. People told us that they liked and appreciated the care workers, one person saying *'they're all lovely; you only have to ask for something and they help you'* and another that *'I really like it here, the staff are wonderful, I wouldn't be without them'*. Visitors on the day of inspection consistently praised the quality of care offered within the home and the positive attitude and attentiveness of the staff team. People feel that they matter because staff interact with them in a well-informed manner which is dignified and respectful.

People are provided with healthy and nutritious meals and drinks. We saw people enjoying their lunch, which was well presented. People chose to eat their meals either in the main dining room, in one of the communal rooms or in their own bedrooms. The meal taken in the dining room offered people the opportunity to socialise if they wished to and we saw people chatting with one another and with staff during their meal. We noted that people who required assistance were supported in a dignified and informed manner. We spoke with kitchen staff who were knowledgeable about people's individual needs and preferences. A menu was displayed in the dining room so that people knew the meals which were to be offered that day. Kitchen staff told us that an alternative to the main meal was always

available to people. People benefit from the provision of tasty and healthy meals which they can eat at leisure in an environment of their choice.

3. Environment

Our findings

People live in an environment which supports their independence and well-being. Hillside is located within close proximity of the harbour at Goodwick and local town facilities. The home is set within its own gardens, which offer a view over the harbour and were being redeveloped at the time of the inspection to provide safe, level walkways and sitting areas where people could enjoy the view.

Communal areas, including two lounges, the dining room and the large, light and airy conservatory were fresh and bright. All toilets and bathrooms seen were clean. Attention had been paid to infection control with the provision of waste bins with flip lids, liquid soap and paper towels. The home has eight bedrooms on the ground floor and twelve on the first floor. Four bedrooms have en-suite facilities. All bedrooms observed had been personalised in line with the occupants' wishes where possible, with co-ordinating bedspreads and curtains. All bedrooms seen contained good evidence that people had been encouraged to furnish and decorate their rooms with their own belongings. Personal photos, pictures and ornaments were evident throughout. A passenger lift had been installed which could run off a generator in the event of a power cut. People benefit from the inclusion of a bungalow located in the grounds of the care home which can be fitted with assistive technologies to assist the service user when they return home. This provides an opportunity for up to two people to benefit from a reablement service within an environment which can help them to build their skills and confidence prior to their return home. There is a planned programme of refurbishment in place and the environment ensures that it enables and encourages people's orientation and independence.

There is a system of monitoring and auditing in place. Equipment had been serviced and attention was given to fire safety in order to reduce risks to people living in the home. The Environmental Health department had carried out an inspection of the kitchen and awarded the service a level 5 food hygiene rating (the top rating) which demonstrated that the home was meeting the requirements of food hygiene law at the time of the inspection. We were therefore assured that people live in an environment which supports and enhances their independence while being uplifting, safe and fit for purpose.

4. Leadership and Management

Our findings

People can be assured that there are clear leadership and management systems in place. The home has an up to date Statement of Purpose that sets out its' aims and objectives and how these are to be met. The service is well led with robust and transparent systems. People and staff told us that the responsible individual and manager for the service were familiar to them and were approachable and supportive of them. They consistently told us that they felt able to speak with them if they had an issue or concern which they wished to raise and that they would receive a prompt and appropriate response. People and staff can therefore feel that they have a good understanding of the service which is provided and clear lines of communication if they need to speak with the people responsible for the service.

There are appropriate governance arrangements in place to ensure the home runs smoothly and delivers good quality care. There is a clear management structure in place, with each staff member having a distinct role and responsibility. We found that the manager received support during four to six weekly supervision sessions and regular management meetings which provided learning opportunities for managers and allowed them to share ideas. The home's responsible individual carried out regular audits at the home in order to identify any areas for improvement. People and staff told us that they felt comfortable speaking out if they had any comments or concerns. The home's complaints policy and procedure was clear and included the contact details of agencies that might assist in the complaints process. We conclude therefore that there are effective quality assurance systems in place to help ensure people receive the best possible care.

People are supported by a service that provides appropriate numbers of staff who are safely recruited and have the knowledge, competency, skills and qualifications to provide the right levels of care and support. We found that the staff team was enthusiastic and motivated to make a positive difference to the lives of the people they cared for. Staff told us that they felt that they had had training which enabled them to carry out their work effectively. Staff training records which we observed supported this. Care staff told us that they felt that they received the support they needed to do their jobs well and that they could easily access policies and procedures if they needed to. Records showed that staff received regular, formal supervision which considered their relationships with residents and views on the day to day running of the home. The evidence suggests therefore that people are cared for by staff who have been appropriately recruited, trained and supported in sufficient numbers to carry out their roles effectively.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

This is the first inspection since the service was re-registered under the Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA).

5.2 Recommendations for improvement

- That a clear recent photograph is attached to care files.

6. How we undertook this inspection

We undertook an unannounced full inspection, the first for the agency since re-registration under the Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA).

Information for this report was gathered from:

- An unannounced visit to the home on 16 August 2019
- Conversations with people living in the home and visitors
- Conversations with the deputy manager, senior staff and care staff
- Observations of daily routines, care practices and activities in the home during the inspection
- Visual inspection of the home and the garden
- Examination of three care files relating to the people living in the home
- Examination of three staff files to consider the recruitment process in place and the arrangements relating to supervision and training
- Examination of records and policies held at the service including staff rotas, staff training matrix, supervision, privacy, safeguarding and complaints policies and procedures
- Review of information about the service held by CIW
- Review of the service's Statement of Purpose
- Review of the service's quality assurance system

We are committed to promoting and upholding the rights of people which use the care and support services. In undertaking this inspection we actively sought to uphold people's legal human rights

<https://careinspectorate.wales/sites/default/files/2018-04/180409humanrightsen.pdf>

Further information about what we do can be found on our website:
www.careinspectorate.wales

About the service

Type of care provided	Care Home Service
Service Provider	Pembrokeshire County Council
Manager	Jaclyn Jones
Registered maximum number of places	22
Date of previous Care Inspectorate Wales inspection	10 May 2017
Dates of this Inspection visit(s)	23/08/2019
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	No
Additional Information:	

Date Published 30/12/2019