



# Inspection Report on

**Hazelhurst nursing home**

**Sully Road  
Penarth  
CF64 2TP**

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## **Description of the service**

Hazelhurst Nursing Home is located in a quiet residential area on the outskirts of Penarth in the Vale of Glamorgan. The home is operated by Hazelhurst Nursing Home (Penarth) Ltd.

The home is registered with Care Inspectorate Wales (CIW) to provide accommodation for a maximum of 41 people who have personal care/ nursing needs and who may have dementia/ mental health care needs.

The responsible individual (RI) is Sonny Bamrah who oversees the management of the service. The appointed manager is registered with Social Care Wales and was present throughout both visits.

## **Summary of our findings**

### **1. Overall assessment**

Overall, people we spoke with told us they were happy living at the home and have good relationships with the staff that care for them. People's health needs are understood by staff and the home is supported by a range of visiting health professionals to remain as healthy as possible; experience care and support in the way that they want it, and when they need it. People benefit from care that is planned, according to their own individual needs and preferences.

Opportunities for involvement in activities are available for people to participate if they wish. Consideration is given to people who prefer to remain in their own rooms to promote wellbeing and prevent social isolation. People's individual social and emotional needs are identified to establish if their wellbeing is promoted through the activities programme. Staff are kind, caring and supportive and have sufficient time to spend with people to ensure their emotional and psychological needs are met as well as physical health needs.

The service offers residents a clean and comfortable environment. We identified refurbishments and improvements ongoing throughout the home. Systems are in place for residents to be assured that they see visible accountability and know there are people overseeing the service to ensure safe processes are in place. The registered persons have demonstrated a commitment to improving the service and maintaining its quality in order to promote the safety and wellbeing of the residents.

### **2. Improvements**

This was the first inspection of the service following re-registration under The Regulation and Inspection of Social Care (Wales) Act (RISCA) 2016.

### **3. Requirements and recommendations**

Section five of this report sets out our recommendations to further improve the service. They include the following;

- Staff recruitment files; ensure all the required documentation is made available in staff recruitment files.
- Documentation; the home should continue to improve the quality assurance systems in place to ensure people's care plans are revised and updated following any change.
- Ensure all care files are maintained in a structured and organised manner.

# 1. Well-being

## Summary

Overall people we spoke with told us they were satisfied with the care and support they receive and have good relationships with the staff that care for them. Observations of staff communication with residents identified examples of good practice. Opportunities for involvement in activities are available; with consideration given to identifying people's individual and social needs including residents who prefer to remain in their own rooms to promote wellbeing.

## Our findings

People living at the home relate well, and have good relationships with the staff that care for them. The home was relaxed and welcoming and we saw staff had time throughout both visits to spend with residents. For example, we saw staff sitting chatting in the lounge areas and laughter and banter taking place. The Christmas raffle was taking place that afternoon and people were waiting for the event to take place. The home had been decorated for Christmas with many of the decorations made by residents and staff at the home. We were told the decorations on one tree had all been made by the residents at the home as well as wall decorations and various items around the home including a 'Christmas stocking' which we saw on each individual bedroom door.

People are able to choose and participate in activities and have opportunities to socialise with others; consideration had been given to people's individual and social needs promoting wellbeing through the activities programme. We spoke with the activities coordinator who told us where people prefer to remain in their individual rooms she would spend time each day on a 1-1 basis. We were shown the photograph albums of parties that had taken place for special occasions such as birthdays, halloween, bonfire night and the vintage tea parties which had taken place during the summer months in the garden areas. We were told almost all residents had attended the party and staff had spent time planting flowers in the various baskets and 'pots' throughout the day and the event was a great success. Throughout both visits we saw activities taking place and we were told of the activities arranged for over the Christmas period which included, children visiting from the local school, a visiting choir, a singer at the home, a party taking place and the Christmas raffles. We saw people were happy and at ease with staff. Staff were aware of people's individual needs and responded in a calm unrushed manner. We were told people's spiritual needs were recognised with a religious service taking place weekly or at a resident's request.

We conclude that people are provided with sufficient opportunities to feel involved in life at the home through participation in social/recreational activities which enhance their overall well-being. The manager told us the residents speaking the Welsh language at the home are encouraged to speak the language with staff and children who visit weekly to the home thus working towards providing the 'Active Offer'.

We observed where staff were using a hoist to transfer people from chair to wheelchair. On both occasions staff talked to the resident explaining what they were doing and reassuring them as to their safety. People were complimentary of the care provided. Examples of what people told us included;

- *"I am very happy living here"*
- *"Staff are wonderful and not just one or two staff, all of them".(relative)*
- *"The food is very good"*
- *"Nothing is too much to trouble".*

This indicated people are content, happy and feel safe living in the home.

## **2. Care and Development**

### **Summary**

Overall, we considered people receive person centred support which addresses their specific needs. They benefit from timely referrals to appropriate healthcare professionals as needed. Staff are caring, compassionate and knowledgeable about people's individual needs and how those needs are to be met. Care is provided promptly and effectively. Residents and family members appear generally happy with the care provided.

### **Our findings**

People are as safe as they can be because they receive proactive, preventative care and their needs are anticipated. We examined four residents care files and saw pre assessment plans detailing essential information in relation to the individual. The documentation also detailed a brief overview of the person's preferences and care needs. Care plans are important documents which should outline a person's entire needs and the support they require from staff to meet those identified needs. We saw from documentation that referrals were made in a timely way to relevant health and social care professionals.

Overall, we saw that most care files were neat, well organised and detailed essential information in relation to people's preferences; personal care needs and medical conditions. However we identified one care file contained conflicting information regarding the Do Not Attempt Resuscitation (DNAR) wishes for one resident. We found the documentation entry stated 'for resuscitation'; however, we found a further entry and signed form stating DNAR. We brought this to the manager's attention who dealt with the matter immediately. Preparing and planning is essential for high quality care and will ensure that an individual's needs and wishes will be met when their condition deteriorates.

The personal plans were supported by comprehensive risk assessments and any incident having a bearing upon the level of risk was recorded, to ensure these documents remain relevant to an individual's needs. We found updated and reviewed documentation on each file. Care files were directed to people's individual needs and detailed the support that staff provided to people in order to meet people's health and emotional needs. We were told by the manager that almost every care file had recently been completely restructured over the previous few months. We were told this would enable all personal plans to follow the same structure and layout making the file easy to navigate and audit.

### 3. Environment

#### Summary

The home is welcoming and provides a comfortable environment for people. The registered persons have demonstrated a commitment to improving and refurbishing the home throughout with an additional wing being built and recently opened.

There is an outside area for people to sit in the warmer weather. The home has a rating of '3' from the Food Standards Agency (this means the food hygiene standards were found to be satisfactory). People are safeguarded by the health and safety checks at the home.

#### Our findings

People feel uplifted and valued because they are cared for in a comfortable, clean and homely environment. The home provides accommodation across five floors; we saw people's bedrooms were spacious and personalised to the individual's taste and contained various items which included essential furniture. We saw the additional wing to the home which had recently opened was light, airy and comfortable with en-suite facilities. There was sufficient bathrooms and toileting facilities for people living at the home; which we found to be clean and well maintained. We saw two bathrooms in the process of refurbishment which we were told were almost complete. We observed the bathrooms had not been closed off during this time and we recommended the areas be closed for safety issues. The manager closed the rooms off immediately with a notice on the doors '*not in use*'.

People are enabled to spend time privately or in communal areas. We saw that all areas were clean, tidy and free from malodours. The décor and furnishings throughout the home were of extremely high standard and comfortable. People had access various areas of the home which included a large spacious lounge and a quieter lounge area. We saw people sitting with relatives and also the dining area which was used throughout both visits by relatives and also used for activities. We saw the large area alongside the dining area had been completely redecorated as a 'vintage room'; staff took pride in explaining that all the decorations in the room had been made by the residents during the activity classes; which included the Christmas decorations, the tree decorations, handmade table clothes and curtain pelmets. The room was a pleasant area for residents to sit with various items to reminisce including tea sets. We saw each individual bedroom throughout the home staff had placed a 'Christmas stocking' on the door. People's wellbeing is therefore enhanced by having access to a safe and pleasant space which is easily accessible.

We saw domestic staff undertaking cleaning duties throughout the home and maintenance staff carrying out the required checks. The upstairs areas had new flooring throughout and seating had been placed in the areas outside the new wing enabling a pleasant area to sit. We were told of the plans to completely replace the lift and the painting of the corridors which was due to be carried out last when all refurbishment work complete. We were shown the building works currently underway to the new "*Hair salon*" at the home and which we saw was almost complete. CIW had been notified following the visit, the replacement of

the lift commenced 22 January and which was well underway to completion. The outside of the home had recently benefitted from a wooden gazebo which had been built outside alongside the main entrance to the home. We were shown albums by the activities coordinator which contained photographs of the '*garden parties*' which had taken place outside the home in the summer months with staff and residents planting flowers in various pots and baskets. We were told plans were made for lights to be installed around the gazebo and the area used for shade in the summer months.

People are protected and their safety maintained through the maintenance and security systems in place. We found the entrance to the home was secure by a call bell and the recently installed CCTV to the outside of the home. Visitor identity checks were carried out by staff prior entering the property along with signing of the visitor book. All confidential files including care and staff files were stored securely in lockable cupboards. We considered various records relating to health and safety checks had been carried out such as manual handling equipment and hoists were undertaken. We observed medication and hazardous substances were stored securely which evidenced that management maintained effective oversight to ensure the environment was safe.

People's right to privacy is therefore respected within a secure environment.

## 4. Leadership and Management

### Summary

People receive care and support from staff who are safely recruited and appropriately trained for the roles they undertake. Staff have sufficient time to spend with people to ensure their emotional and psychological needs are met as well as physical and health care needs. People are consulted about the service they receive and that the registered provider has demonstrated a commitment to quality assurance and continuing improvement.

### Our findings

The home's vision and purpose is made clear through the statement of purpose. This is an important document which should be kept under review. The document should provide people with detailed information about the service and the facilities offered within the home. It should also outline the home's philosophy and approach to care delivery. We examined the statement of purpose and saw it contained an accurate description and all the required information under regulation. Therefore, we found the home provides clear information so that people know and understand the care support and opportunities to them. The management team partake in the quality assurance process and there is a formal complaints process in place. A quality of care report had been completed August 2018. Staff we spoke with told us the manager was approachable; available and listened to any concerns they may have also asking staff to share their views in regards to service development and the care people receive.

Overall, people are supported by a stable and dedicated team. Staff we spoke to were happy and enthusiastic. Comments included; *"We are a happy team now"*, *"we work well together"*, *"staff morale is good at the home, improvement has been made"*. This was also confirmed by staff questionnaires received. During both visits we saw sufficient staff to assist people with their needs, this included during meals times, and we saw 7 staff available in the dining room assisting people with individual needs and support. Several staff told us they had worked at the home for many years; therefore, for the most part people were cared for by familiar staff. Staff told us there were sufficient staff to meet the needs of residents.

We conclude that staff have sufficient time to spend with people, to ensure their emotional and psychological needs are met and well as physical and health needs.

The management team provide visible accountability, a positive work ethos and value the staff team. The manager and responsible individual was present at the home on a daily basis, the manager had full oversight of service development and of any changes being made within the home. The manager told us two staff had recently left the home, however the home remained fully staffed as the home has a 'bank' process in place. Staff told us they see the manager on a regular basis and described them as *'really good'*. They also stated the manager provided formal and informal support when required and we saw this during our observations. We saw the manager treating people with respect and asking their opinions about service and care related matters. The staff supervision records showed staff received supervision in a timely manner. Thus we concluded people living in the home

benefit from a service where the team feel supported, listened to and where the management team prioritise the well-being of staff.

People receive care and support from staff who are safely recruited and appropriately trained for the roles they undertake. We examined four staff files which contained the required information to ensure their suitability and fitness. It was evident from the staff personnel files examined that the necessary pre-employment checks to ensure that staff were 'fit' persons to work at the home, such as references and disclosure and barring service (DBS) checks, had been completed. However, we noted one file did not contain the required DBS and PIN number for a qualified staff nurse we brought this to the manager attention immediately. The manager provided the requirements immediately and explained they had recently been renewed and had not been placed in the staff file.

Staff we spoke to told us they had sufficient training to undertake the role competently. We saw training records contained details of relevant training relevant to the care needs of residents in the home such as manual handling, fire training, food hygiene, protection of vulnerable adults and dementia care.

People living in the home are supported by staff that are securely vetted.

## **5. Improvements required and recommended following this inspection**

### **5.1 Areas of non-compliance from previous inspections**

This was the first inspection of the service following re-registration under carried out The Regulation and Inspection of Social Care (Wales) Act (RISCA) 2016.

### **5.2 Recommendations for improvement**

The following are recommended areas for improvement to promote positive outcomes for people:

- Staff recruitment files; ensure all the required documentation is made available in staff recruitment files.
- Documentation; the home should continue to improve the quality assurance systems in place to ensure people's care plans are revised and updated following any change.
- Ensure all care files are maintained in a structured and organised manner.
- Ensure that areas of the home are kept clutter free during the refurbishment works being carried out.

## 6. How we undertook this inspection

This was the first inspection of the service following re-registration under The Regulation and Inspection of Social Care (WALES) Act (RISCA) 2016. A full inspection was undertaken as part of our inspection programme. The inspection was carried out on the 18 December 2018 and 20 December 2018. We considered all four themes; well-being, care and support, environment and leadership and management.

The evidence and information for this inspection report was gathered from the following sources:

- Consideration of information held by CIW about the service, and records of notifiable events;
- Observation of daily life, care practices and interactions between care staff and residents at the home;
- Conversations with all care staff on duty, visiting relatives at the home and kitchen staff;
- Discussions with the registered manager and responsible individual;
- Observations made of the care home environment;
- Detailed examination of the care documentation relating to four residents;
- One SOFI2 observation carried out in the dining area. (The Short Observational Framework for Inspectos2 is an inspection tool which enables us to observe life from the perspective of the resident);
- Detailed examination of four staff recruitment files;
- We considered the arrangements to review the quality of care provided;
- We reviewed the evacuation procedures;  
We looked at a range of documents related to the running of the service focussing upon:
  - The statement of purpose;
  - Quality of care report;
  - Monthly responsible individual's reports;
  - Fire safety records;
  - Health and safety records;
  - Examined the homes policies and procedures which included; medication policy and evacuation procedures;
  - Documentation evidencing maintenance of equipment and utilities.

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## About the service

<b>Type of care provided</b>	<b>Care Home Service</b>
<b>Service Provider</b>	<b>HAZELHURST NURSING HOME (PENARTH) LTD</b>
<b>Manager</b>	<b>Registered with Social Care Wales</b>
<b>Registered maximum number of places</b>	<b>41</b>
<b>Date of previous Care Inspectorate Wales inspection</b>	<b>This is the first inspection of the service under The Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA).</b>
<b>Dates of this Inspection visit(s)</b>	<b>18/12/2018 and 20/12/2018</b>
<b>Operating Language of the service</b>	<b>English</b>
<b>Does this service provide the Welsh Language active offer?</b>	<b>The service is currently working towards providing an 'Active Offer' of the Welsh Language. To progress further we recommend that the registered provider considers Welsh Governments "More than Just Words" follow on guidance for Welsh Language in Social Care.</b>
<b>Additional Information:</b>	