



Inspection Report on

Hengoed Court Care Home

Vitrose Ltd
Cefn Hengoed Road Winch Wen
Swansea
SA1 7LQ

Date Inspection Completed

11 & 12 June 2021

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About Hengoed Court Care Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Hengoed Court Care Home Limited
Registered places	107
Language of the service	English
Previous Care Inspectorate Wales inspection	18, 21 and 23 October 2019
Does this service provide the Welsh Language active offer?	Yes

Summary

Hengoed Court Care Home provides care and support for 107 people who require either nursing or personal care and is located in Winch Wen, Swansea. The service is owned by Vitrose Ltd. A manager in post with day-to-day responsibilities is registered with Social Care Wales. The responsible individual is Desmond Davies.

People are happy and as content as they can be and they receive support from care workers who provide caring and timely interventions. People and their representatives have a voice, are listened to and have input into the ongoing development of the service. People receive very high standards of care and support from care workers who demonstrate professionalism, commitment and want to make a positive difference to their lives. A highly committed and enthusiastic management team provide very strong leadership. They also continue to invest time and finances to ensure people continue to receive a high quality service.

Well-being

People have control over their day-to-day lives. People and relatives are involved in the development and review of personal plans. Care records are clear and appropriately detailed. They record people's health, dietary needs, personal preferences, background, family histories and identify people who are important to them. Effective communication enables people and relatives to raise issues with the management team, and nurses. Care workers have good knowledge about people's care and support and it is clear they know people very well. People are relaxed and comfortable with staff and engage in a wide range of activities. There is a strong sense of community within the service. People live in an environment, which considers their Welsh language needs. The statement of purpose accurately describes the service.

Management arrangements ensure there is a sound basis for providing high quality care and support for individuals using the service. There are clear governance arrangements in place with a drive to continue to improve the service for the benefit of people. Managers are approachable and promote an open door policy. Good relationships with people living at the service, their representatives and staff are maintained and issues are resolved effectively. Communication is very good and feedback from all parties referred favourably to the service.

Overall, there are clear mechanisms in place to safeguard people. Care workers receive good guidance and training in safeguarding protocols. The safeguarding policy is in line with current safeguarding procedures. Care workers have good knowledge of the people they support and how to manage any identified risks. There is a highly effective and detailed electronic care management system in place that provides up to date information. People told us they feel safe. Relatives also confirmed this. We were told they know how to make a complaint if they need to and are confident staff would listen to them if they did. The service provider needs to improve their vetting process to enable them to make a decision on the continued employment of staff.

People are happy and have their physical and emotional wellbeing monitored and maintained. Personal plans evidence care workers are supporting improvements in health and wellbeing. We saw a varied programme of both individual and group based activities. The service ensures people are occupied in a homely atmosphere in which they are encouraged to socialise with others. There is extensive communal space and bedrooms are personalised. The home provides good facilities for people living with a range of health conditions, especially those living with dementia. There is evidence of ongoing redecoration and improvements. Routine maintenance and safety checks ensure the building and any equipment used is fit for purpose.

Care and Support

Committed and caring staff care for people. We saw staff being kind and supportive. Dignity and respect is promoted at all times. Care workers know the people they support very well and adapt their communication depending on the person. A real focus has been placed on engaging people in stimulation and activities. An Activity Coordinator supports staff in developing both individual and group activities. People are relaxed and happy to talk to staff. We heard lots of fun and laughter between people. A high number of people and staff are local to the service, giving a real sense of community. We found lunchtime to be an enjoyable time of day and a real hive of activity. Care workers check what people want to eat and drink. Options were discussed and visual prompts used with people with communication difficulties. There are a number of Welsh speaking staff available if a person prefers to speak in Welsh. One person referring to a care worker said, *"she's lovely, always happy and puts a smile on my face"*. We saw genuine affection, humour, and people received reassurance and the appropriate use of touch when this was required. People's requirements are met in a timely manner and we did not witness/hear call bells ringing excessively.

People benefit from staff who are well trained and encouraged to deliver a good service. All staff feel well qualified and motivated in their roles. Overall, staff supervision meetings are quarterly. A number of care workers told us how well they are supported with personal issues and can approach managers at any time for advice. Comments include *"they are easy to talk and always available"* and *"I am very confident in the managers"*. Training is well managed and generally up to date. Specialist training relevant to people living in the home includes *'Feelings Matter Most,'* a person-focused approach to supporting people living with dementia. Staffing levels are good, flexible around people and reviewed regularly.

The provider considers a range of information to ensure people's care and support needs are met. A consistently good admissions process includes an initial pre-admission assessment. A highly effective and detailed electronic care management system is in place. This provides up to date information in key areas such as skin integrity, nutrition and fluid screening, pain assessments, falls and oral health. Personal plans are reviewed monthly or sooner if there is a change in need. We saw good evidence of the involvement of people and/ or their relatives in the care planning and review process. Daily records are detailed and informative. Risk assessments and personal plans describe all health interventions and record people's expected outcomes. Risks to people's health and wellbeing are minimised by regular monitoring by senior staff.

People have access to specialist and medical support when necessary. Each person's medication is managed safely, with regular checks in place. There is a Pharmacy Technician providing additional support, training and advice to staff. They work closely with the pharmacy and GP to make sure medication is accurate and as efficient as possible. Comments from staff include *"they are amazing"* and *"my knowledge of medication has vastly improved"*. Dietician assessments identify the consistency of food people need and the specific support required to eat safely. Nurses and senior members

of staff meet with managers every morning for discussions about people's care. Care reviews take place monthly. Visiting health and social care professionals are positive about the care provided.

Environment

People live in a homely, friendly and stimulating environment, which suits their needs. The service is set in extensive grounds, which provide panoramic views over the onsite lake, countryside and Swansea Bay. There is also a horse stables and small animal sanctuary within the grounds. All areas are easily accessible and a pleasant place for people to socialise and exercise. One person said, *"I love to sit by the lake and relax"* and another told us *"it's a lovely place to live"*. A relative said, *"its like a five star hotel"*. Bedrooms are highly personalised including family photographs, drawings and individualised furniture. Communal lounges are spacious and well planned out. Tables and seating areas overlooked the grounds and garden areas, where people told us they enjoyed the views and watching the birds. If they are unable to go outside, they can watch a television in one of the communal lounges linked to the lake and animal park.

The service provides a very good environment for people living with dementia. There is a wide range of communal areas for people to use. These provide both quiet and stimulating space. Colour schemes are neutral and the service continues to introduce colour contrasts in areas such as bathrooms. Communal lounges celebrate the activities and achievements of people, local famous faces, fund raising activities and fun days. These provide good opportunities to start up conversations. Seating areas are set-out to enable conversation or to withdraw for quiet time. Care workers know people very well. Each room has a pen picture on the wall (agreed with the individual) highlighting what they like/ dislike and their proudest achievements. This provides a great conversation starter and easy way to get to know someone. Feelings matter most is the ethos within the service and signs highlighting *"If you see someone without a smile use yours"* displayed throughout. Staff demonstrated this ethos throughout the inspection. We saw and heard many positive and fun interactions on both visits.

People's safety is a priority at the service. There are appropriate security and infection control measures in place for relatives and visiting professionals. Staff are using the correct personal protective equipment (PPE) and there are hand-washing and PPE stations throughout the service. Clinical waste is also being correctly disposed of. The laundry has dedicated experienced staff and a defined in and out system for clean and dirty washing.

The home has a team of experienced maintenance officers. We found the safety audits and programme of maintenance to be very well organised. Documentary evidence of

regular and ongoing testing and safety checks in areas such fire safety, water temperatures and mobility equipment is in place.

Leadership and Management

The leadership and management team at the service are highly committed, work well together and are passionate about the service and the people they support. There is a well-established senior management team in place that are highly visible in the service. A family ethos is felt throughout the service. People living at the home, relatives, visiting professionals and staff feel confident in the management team and found them easy to access. They feel they actively demonstrate the values of the service. We saw many positive interactions between managers and staff and with people living at the home. These were relaxed, open and inclusive. Comments from staff include *“they are very supportive and always available”* and *“we are like a family”*. Relatives told us *“the Directors are amazing they always make time for dad and talk about football with him”* and *“they always communicate very well with us”*. The service appeared financially sound as substantial investment into the service continues.

There are strong governance arrangements with a commitment to ensuring people living at the service are supported to achieve their outcomes. There is a comprehensive statement of purpose (SoP) accurately reflecting the service. Policies and procedures are clear and accessible. Staff are well informed in areas such as safeguarding and whistleblowing. The management team have clearly defined roles and responsibilities and work well together. A quality assurance manager and pharmacy technician provide additional support and expertise. We considered the range of quality assurance practises in place including both quarterly and six monthly audits. These are comprehensive and demonstrate good oversight by the responsible individual. They also provide good evidence of agreed actions in improving and further developing the service. We saw the responsible individual and directors visited the home on a daily basis, making themselves available to both people and staff. There is a well-managed complaints process in place. The management team maintain good channels of communication.

The service provider needs to improve their vetting process to enable them to make a decision on the continued employment of staff. The service has failed to ensure reapplications are made for a new Disclosure and Barring Service (DBS) certificate for a high number of staff working at the service within three years of the issue of the previous certificate. This check prevents unsuitable people working with vulnerable adults. Staff had instead been completing an internal annual disclosure statement. In addition, not all staff working within the service had a copy of their birth certificate as part of their two forms of identification. The service provider acknowledged this and immediate steps are

being taken. This is an area for improvement and we expect the provider to take action.

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

Areas where priority action is required

None

Areas where improvement is required

The service has failed to ensure applications are made for a new DBS certificate in respect of that person within three years of the issue of the previous certificate. In addition, not all staff working within the service had a copy of their birth certificate as part of their two forms of identification.

Regulation 35(2)(d)
Regulation 35(6)

The area(s) identified above require improvement but we have not issued a priority action notice on this occasion. This is because there is no immediate or significant risk for people using the service. We expect the registered provider to take action to rectify this and we will follow this up at the next inspection.

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