



Inspection Report on

Heatherleigh Care Home

Cardiff

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Description of the service

Heatherleigh Care Home is registered with the Care Inspectorate Wales (CIW) to provide personal care and support for up to three adults with a learning disability. It is situated in the Ely area of Cardiff and within access of all amenities.

The Registered Manager is Lynn Commander and the provider has appointed a person to oversee the operation of the home.

Summary of our findings

1. Overall assessment

People living in the home are stable, content and well looked after. People can make choices about their day to day life and their likes and dislikes are respected. The management of the home is of a good standard. People are supported by a stable familiar staff team who are knowledgeable of people's individual needs. Care documentation is clear, organised, reviewed regularly and reflects people's current preferences. The home is well maintained and there is sufficient space for people to spend time with others or on their own. People are safe and protected from potential health and safety hazards.

2. Improvements

Recommendations made at our last visit had been actioned.

- Appropriate language was used throughout the care plans we read.
- For those people who would benefit from having goals, these were documented.
- Risk assessments were completed correctly.
- Registration and insurance certificates were on display in the office.

3. Requirements and recommendations

Section five of this report sets out our recommendation to improve the service. This is regarding having access to staffing records while the registered manager is on leave. We found the care home compliant with regulations.

1. Well-being

Summary

People are happy, safe and well looked after. People get help when they need it, and understand their support and care. Routines, choices, preferences and interests are respected, and people do things which matter to them.

Our findings

People are supported by a staff team who know them well. Individual 'All About Me' documents were written with warmth, respect and gave a good picture of the person's character, their likes, dislikes, their mannerisms and ways of communicating. This was all confirmed through conversations we had with the people living in the home. Staff were confident and knowledgeable about how people might be feeling and suggested appropriate distractions and ideas to occupy them. We observed interactions which were relaxed, friendly and jovial. People benefit from having a familiar, stable staff team.

People are safe as they can be. Staff spoke about people's vulnerabilities when accessing the local community, and were aware of their individual applications under the Deprivation of Liberty Safeguards. The responsible individual confirmed Safeguarding of Vulnerable Adults mandatory training was up to date for the staff team. We advised the responsible individual that the statement of purpose needed to be reviewed, and that the staff team needed to be aware of the current regulations and reporting procedures under Regulations and Inspection of Social Care (Wales) Act 2016, and 'Social Services and Well-being (Wales) Act 2014 – Working Together to Safeguard people'. We were assured that this would be rectified.

Daily routines and interests for each person are encouraged and supported. We read the daily notes for the previous week which showed people were able to do things together and on their own. Staff told us how they visited the surrounding areas for walks, shopping and classes. One person's mobility car and local buses were used to get around. One person told us how some years they have been on holiday but didn't want to go away this year. Another person had been to Spain to an apartment owned by the company. Descriptions of people's needs regarding their morning, afternoon and evening routines were detailed, and explained how the person needed and wanted support. People do things they enjoy and have things to look forward to.

People are offered a varied and balanced diet. We read notes of what people had eaten over the last few days. It showed people had had differing meals depending on their choices and preferences. People told us their food was good and the staff were good cooks. People also told us how they sometimes get involved in the kitchen with baking, laying the table, and washing up. People enjoy their meals.

2. Care and Support

Summary

People can be assured that their care and support needs are assessed and reviewed. Good detailed information is available to the team about how to support people in a way they want. People are protected by robust medication procedures. People are supported to be as healthy and active as they wished.

Our findings

People's needs and preferences are understood, respected and anticipated. We read two people's care planning documentation and found it well informed and clear. The information was current, contained health issues and risk assessments in order for staff to support people to stay healthy and take positive risks in their lives. Care plans had been regularly reviewed, and external health professionals were involved as necessary e.g. dentist, optician and general practitioner. People are supported to stay as healthy as possible.

Medication is looked after and administered correctly; therefore, people can be assured that they are getting the right medicines at the right time. We talked with a staff member about the processes involved with the administration of medication and they were knowledgeable about the procedures. Supplies of medicines, kept in blister packs corresponded to the Medication Administration Records (MARs), which had been duly signed. People's care plans gave further information about their individually prescribed medicines. Medicines prescribed on an 'as and when' basis had protocols for staff to follow so they knew when they could administer them to the individual. We read in the care files that people had regular medication reviews to make sure they were receiving the most appropriate medication. People can be confident that medication systems are robust.

People are treated with compassion because staff are warm, encouraging and they communicate appropriately to individual needs. We observed positive interactions which were natural and genuine. People told us their staff team are kind. Language used in the care documents was respectful and recognised individual's personalities. People have good relationships with staff.

3. Environment

Summary

People live in a home which meets their needs, is welcoming, light, airy and well maintained. Health and safety, and fire safety precautions are taken seriously so people are protected from potential hazards.

Our findings

People live in a clean, welcoming comfortable home. The house is situated in a residential suburb with amenities and transport routes nearby. We looked round the home and found it to be free from any malodours, bedrooms were personalised and well presented. There were two bedrooms and a bathroom on the ground floor, so people with any mobility issues would find the home relatively accessible.

There was an open plan communal lounge and dining room, with a tidy garden with comfortable seats at the back. We observed how people were free to go in and out of the garden, and were clearly relaxed in their home. Staff, visitors or visiting professionals would be able to use the office or the spare bedroom to hold any private meetings.

People are protected from potential hazards within the home. We read the fire log book, and saw required health and safety certificates. Regular fire safety checks are carried out e.g. emergency lighting; fire alarm and fire extinguishers. Additional fire safety certificates and information was sent to us after the inspection. We read people's 'Personal Emergency Evacuation Plans' which had been reviewed in March 2018. The home was inspected by the Food Standards Agency (1 May 2018) and was awarded four stars. This means that the hygiene standards were good. The home is well maintained.

4. Leadership and Management

Summary

The home is well run. People benefit from a service which is compliant with regulations and is committed to providing good quality care. Staff are supported, appropriately trained to carry out their role and are happy in their workplace.

Our findings

The registered person was on leave at the time of our inspection. The deputy manager was managing the daily the running of the home, with the responsible individual overseeing all aspects and supporting the team.

We found the service to be compliant with regulations, and the recommendations from our previous visit had been addressed. The home's paperwork was ordered and easy to understand. The statement of purpose gives detail as to how the service seeks to improve its provision by using quality assurance methods of questionnaires, and quarterly visits by the responsible individual. We saw in care files that regular reviews take place, and people using the service were being asked for their feedback about their care. The responsible individual told us there were no ongoing complaints. People receive high quality care which sets high standards for itself and is committed to providing a consistent, improving service.

The service has a clear vision of the care people will receive. This was detailed in the statement of purpose: *"Our aim is to support and enable our individuals to achieve their maximum potential, while implementing a structured yet realistic approach based on the abilities of the individuals."* Care planning documents and our observations confirmed that this approach was practised within the home. People using the service receive support and care as described in the statement of purpose.

We were unable to inspect the documents relating to the staff team, such as recruitment, supervision and training information because they were kept in a locked cupboard and the registered manager was the only person with a key. Alternative arrangements should be made so that there is another key holder to these documents. The registered individual told us that there was only one staff member who had started since our last visit. We saw in the office and staff told us that training was booked in advance and was an on-going process. The registered individual told us that the team were up to date with all their mandatory training. We were told that the registered manager carried out all the supervision meetings and they, as a team, regularly met to discuss any issues. We noted that the next staff meeting was the following month. Staff are supported well in their roles.

The service's employer's liability insurance certificate and CIW registration certificate were on display in the office.

5. Improvements required and recommended following this inspection

No areas of non compliance were identified at this inspection.

5.1 Areas of non compliance from previous inspections

The home had no areas of non compliance from the last inspection.

We recommended the following:

- To ensure that appropriate language is used within individual's care plans to reflect their needs. This had been addressed.
- To ensure that individuals goals are clearly documented in each individual file. We saw that one person had individual goals within their care documents.
- To ensure that risk assessments are completed correctly. This had been addressed.
- To ensure that certificates relating to registration are displayed. This had been addressed.

5.2 Recommendations for improvement

- Arrangements need to be made to ensure that there is another key holder to the locked cupboard containing the documents relating to the staff team.

6. How we undertook this inspection

This was a full inspection undertaken as part of our inspection programme. We made an unannounced visit to the home on 13 June 2018 between 10:30 a.m. to 12.45p.m.

The following methods were used:

- We spoke with two people living in the home.
- We spoke with a staff member
- We read the care planning documents for two people.
- We looked at the medication administration systems and storage of medicines.
- We were shown round the home.
- We spoke with the responsible individual after our visit.
- After the inspection we read the service's Statement of Purpose, and were sent some of the home's health and safety information (PAT certificate, gas safety, and evidence of fire drills).

Further information about what we do can be found on our website:

www.careinspectorate.wales

About the service

Type of care provided	Adult Care Home - Younger
Registered Person	Heatherleigh Care Ltd
Registered Manager	Lynn Commander
Registered maximum number of places	3
Date of previous Care Inspectorate Wales inspection	13 February 2017
Dates of this Inspection visit	13/06/2018
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	No
Additional Information:	