



Inspection Report on

Hollies Care Home

**The Hollies Care Home
98 Merthyr Road
Pontypridd
CF37 4DG**

Date Inspection Completed

30/11/2023

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About Hollies Care Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Silvercrown Care Homes (Pontypridd) LTD
Registered places	44
Language of the service	English
Previous Care Inspectorate Wales inspection	24 March 2022
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People receive care from a staff team who anticipate their needs and respond to them. There is the opportunity for people to engage in activities and interact with each other in communal areas if they are able. Personal plans and risk assessments are detailed and are reviewed regularly, updated where appropriate. The manager and deputy are visible in the home, and care staff report they are hands on and involved in people's day to day care. Nurses liaise with external health professionals and implement their guidance. Staff are trained and supported in their roles. There are plenty of opportunity for staff to develop both in their own roles and to move into different roles within the company that owns the care home. The environment is clean, and the utilities and facilities serviced and maintained to keep them fit for purpose. The décor is homely and decorated festively. There are robust quality assurance processes in place and the RI monitors these and feeds them into quality-of-care reports as required.

Well-being

People are treated as individuals, and staff encourage them to make their own choices throughout the day and asking them questions about what they would like. More conversation and engagement between staff and residents during meals would improve the lunchtime experience. Kitchen staff are very familiar with residents' dietary requirements and were able to tell us about these. We received positive feedback about the food served: *"I enjoy the food here, it's very good," "There's always lots to eat."* Feedback from residents is that care staff are friendly and helpful. People are dressed in clothes of their liking. Any questions can be raised with the manager or deputy, who have an open door policy, or formal complaints follow the service provider's complaints procedure.

Care staff and activities co-ordinators encourage people to engage in activities and interact with each other. There are two activities co-ordinators, one of whom is at the home every day. On the day we visited they were finishing Christmas decorations and organising a group quiz for later in the day. We saw the residents engaging in the quiz were also laughing, chatting and singing together. We saw care staff chatting with people during tasks.

People are supported to be as healthy as they can be. Nurses liaise with GP's and external health professionals about individuals' health concerns. We saw evidence that actions given after a recent Nurse Assessor visit had been completed. There is good skin care and pressure relief practices and no one in the home has any pressure damage at the moment. Medication is stored safely and administered as prescribed. The nurse on duty on the day we visited was able to explain medication practices and specific details of people's medication to us when asked. Medication errors or anomalies are audited monthly and any issues investigated further as needed.

There are systems in place to protect people from harm and abuse. Risks to individual health and safety are included in personal plans and risk assessments, which are regularly reviewed. There are appropriate, updated policies in place to guide staff in all areas, including safeguarding and whistleblowing. Safeguarding training is up to date for all staff and the manager makes appropriate referrals to Local Authority and Care Inspectorate Wales when required.

Care and Support

People feel positive about their care and interactions with care staff. They told us: *“They are good here, tolerant and patient,” “it’s lovely here, they can’t do enough for you.”*

Hollies care home use an electronic care management system to record all care documentation, notes and alerts for care staff to follow up on. Personal plans and risk assessments contain detailed information about care needs, preferences and interventions required. People can be confident that nurses and care workers have up to date and relevant information to be able to provide them with appropriate care because these are reviewed and updated regularly. Information regarding people’s care needs is handed over from each shift, and tasks can be set up on the care management system for people to monitor certain aspects of people's care, such as fluid intake, skin issues or bowel movements. Supplementary charts and daily notes are completed on the system and we viewed a sample of these that were completed consistently and with the required detail. People have their call bells within reach so they can call for assistance from care staff when needed. Those who are unable to use their call bells are checked on throughout the day.

There are systems in place to promote infection control and good hygiene. There is a team of domestic and laundry staff at the home each day. We looked around the home as part of our inspection visit and found it to be clean and tidy. People we saw were wearing clean and presentable clothes. Care staff wear personal protective equipment (PPE) such as gloves and aprons when providing close contact care and these are disposed of hygienically. There are arrangements in place for safe disposal of clinical waste.

Environment

People live in an environment that supports their wellbeing. There are communal areas where people can spend time together if they are able, or they can choose to spend time alone in their bedrooms if they prefer. Some people with nursing needs receive all care in their bedrooms and are checked on by care staff throughout the day. The home is secure and visitors must make themselves known on arrival. It is decorated in a homely feel and people's bedrooms are personalised and contain their own items. One person happily told us: *"My room is full of all my lovely things!"* When we visited the home was festively decorated for Christmas and Christmas music was playing in the foyer, which gave a welcoming feel. The home was clean and tidy throughout our visit.

The service has a maintenance employee who works full time, completing small jobs and redecoration in the home and organising external contractors for servicing and maintenance. We saw that equipment such as kitchen appliances, lifts and hoists are all recently serviced to ensure they remain fit for purpose and utilities such as gas and water are checked for any health and safety hazards. There are arrangements in place for disposal of clinical waste. Fire equipment is checked, and alarms and lighting tested regularly. People have individual evacuation plans detailing what assistance they would need to evacuate from the home in an emergency.

Leadership and Management

Care staff gave good feedback about working in the home and the support given by their manager. They told us: *“Morale is good, we have a good team and good communication.,”* *“[Manager] is good for the home, she is very involved and out on the floor with us.”* People are supported by a consistent staff team. Agency staff are only used to cover night nurse shifts and there are members of agency staff who have been working at Hollies for a long time and so are familiar with the environment and the people living there.

Staff are safely recruited and vetting prior to starting in their roles. We sampled staff personnel files which held all the required information, and all staff work with a current Disclosure and Barring Service (DBS) check in place. All staff are up to date with mandatory e-learning training, and gaps in face to face training are being addressed and places for staff booked on required courses. One to one supervision sessions between staff and their line managers are completed regularly and we saw a small staff meeting held to address an issue that had arisen. Staff report communication is good and they have a good relationship with management. Staff development within the company is excellent. There are lots of opportunities for additional training and qualifications, and staff are supported by management to complete this alongside their jobs. There are pathways for care staff to move into senior care work or nursing, and administrative workers to move into other areas of the company such as Human Resources or Finance.

There are good quality assurance processes in place to monitor the quality of care being provided and address any areas of improvement that are identified. The service provider employs quality officers who support management and staff with any issues in the day to day delivery of care in the home. The Responsible Individual completes reports of their quarterly monitoring visits which feed into their required biannual quality of care reports. These reports analyse audits of care files, medication, accidents and incidents, and other events in the home, and combine these with feedback from people living in the home, staff and visitors.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status
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N/A	No non-compliance of this type was identified at this inspection	N/A
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Date Published 02/01/2024