



Inspection Report on

Hollies Care Home

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

Date Inspection Completed

24 March 2022

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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	
Does this service provide the Welsh Language active offer?	Working Towards. The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People receive personal care and nursing care from a team of care staff and nurses who can anticipate and meet their needs. Feedback from individuals, relatives and staff is positive. People's interests and things they like are seen in the décor of their rooms and the activities they engage in. Nurses liaise with external health professionals when needed and there is evidence of their visits and guidance in people's personal plans. Plans are held on a new live electronic care management system, with some paperwork still to be transferred over. They are regularly reviewed with analysis of relevant events. Equipment and facilities in the home are serviced and maintained to ensure they are fit for purpose. Care staff are well supported, have completed core training, and have opportunities for development in their careers. There is a clear management structure and both staff and people living at The Hollies said they know who they would go to with any problems and they find their issues are listened and responded to. There are robust quality assurance processes in place to analyse events that occur within the service and identify actions that are needed to make improvements.

Well-being

People are treated as individuals and are supported to enjoy their interests. Rooms are personalised and contain lots of personal items, as well as facilities for people to listen to music or watch television or DVDs that they like. Personal plans describe the best way for care staff to assist and support people. Kitchen staff know people's diets and food preferences. There is an activities co-ordinator and assistant employed to engage people and encourage interaction between them. People report being able to speak with the manager with any concerns, and there is a complaints process put in place by the service provider if needed.

People are supported to be as healthy as they can be. There are nurses on site, and they meet the needs of those people living at The Hollies that require nursing care. There is also a good relationship with community nurses who visit the home to meet the needs of those who receive personal care from the service. Nurses liaise with GPs and other health professionals to ensure that people are receiving the right care at the right time. Medication is stored and administered as prescribed

There are systems in place to protect people from harm or abuse. Risks to individual health and safety are included in personal plans and risk assessments, which are regularly reviewed. There are appropriate, up to date, policies in place to guide staff in all areas, including safeguarding and whistleblowing. Staff are up to date with their safeguarding training. Accidents, incidents and potential safeguarding issues are audited as part of ongoing quality assurance processes to ensure that appropriate external agencies have been notified and any required actions taken.

The environment at The Hollies supports people's wellbeing. There are communal areas as well as people's bedrooms, where people can choose to spend their time, however on the day we visited we found that few residents were in the lounge. Care staff have a lot of people to assist with their morning routine before they can support them into communal areas. There is a small outside space where people can garden and enjoy nice weather.

Care and Support

Information is available regarding the service and what care and support can be provided to people. The statement of purpose outlines the remit of the service, and the Responsible Individual (RI) and manager stick to this remit. Residents' guides are in individual bedrooms, and the administrator is able to provide any required information or guidance if needed.

Care staff and nurses have detailed information to be able to provide people with the right care at the right time. The home has started to use a live electronic care management system, transferring people's information from paper. Plans are detailed and reviewed regularly. We discussed the layout of the screens on the new system with the manager and I RI, and how the flow of information could be improved so it is easy for staff to navigate and find then information they need. Supplementary documents such as fluid intake and output, and repositioning charts are completed as needed. Daily notes can be filtered to find certain information, such as advice from GP visits, quickly. The system relies on Wi-Fi signal and work is being done to improve signal so it can be used in all areas of the home. Care staff and nurses have handovers between shifts and heads of departments attend daily meetings to pass on essential information. Medication is stored and administered as prescribed and nurses are on site to monitor clinical issues.

The service provides opportunities for stimulation and interaction. There is an activities co-ordinator and assistant employed to engage people in tasks and events. On the day we visited, we observed care staff did not have much time to spend talking with people, particularly during lunchtime, however the manager advised that communal experiences have been affected by COVID 19 and a reluctance from previously sociable residents to be in close contact with others. Feedback from people living at The Hollies is positive: *"my husband lived here and I knew that I wanted to live here"*, *"it's a wonderful place, I couldn't ask for better"*, and *"I came here for respite and I decided to stay"*. People are able to have visitors as per current Welsh Government guidelines, and the service has made effort to facilitate safe visiting in the home.

There are infection control measures in place, including actions to minimise the spread of COVID 19. Domestic staff complete an ongoing cleaning schedule. On the day we visited, the home appeared clean.. Care staff and nurses change in and out of scrubs for each shift, and don and doff personal protective equipment (PPE) appropriately. Staff take twice weekly lateral flow tests. Visitors also test before they come to the service, or are tested by a nurse on arrival, and fill out a screening questionnaire.

Environment

Care and support is provided in a location and environment with facilities and equipment that promotes achievement of people's outcomes. The home is secure from unauthorised visitors. Laundry and maintenance areas are on the basement floor of the home, but care staff must ensure the sluice room is locked as that is accessible to residents. People's bedrooms are personalised and it is easy to see people's likes and interests from the things they have in their rooms. There is a lift to allow people access to both floors and all areas of the home. There is a small outdoor space for people to use that is colourful and decorated.

There is a maintenance man employed to ensure servicing and maintenance is up to date and to complete small repair jobs in the home. The service provider also has regional maintenance support for larger jobs. We saw evidence that equipment such as hoists and the lift, and facilities such as gas boiler and electric, are regularly serviced and maintained to ensure they are fit for purpose. Fire equipment is checked, and alarms and emergency lighting tested weekly. Health and safety audits are completed so the service provider has oversight of any issues in the environment and can take action.

Leadership and Management

The service provider has a visible management structure, and the home has a manager and deputy manager in place. People, relatives and staff all said they know who to go to if they had a problem and they felt confident they would be listened and responded to. Quality assurance processes are robust, including audits of accidents, incidents, and significant events. The RI undertakes quarterly monitoring visits and the feedback from people and information gathered from these inform the biannual quality of care review for the service. This is where areas of care, staffing and environment are analysed and actions identified to improve the service further.

People are supported by a consistent core team of staff. There are currently vacancies in the staff team and as such, some agency nurses and bank care staff are used to cover the shifts. Recruitment for these vacancies is ongoing. Care staff reported they would like additional staff in order for them to spend more time with the residents. We saw dependency tools are used to determine staffing levels and at present there is reduced occupancy in the home, which means fewer staff are required.

Staff undergo thorough recruitment and vetting checks prior to starting in their roles. Staff personnel files contain all required information and evidence of up to date disclosure and barring (DBS) checks. There are clear processes in place for personnel related issues such as sickness or disciplinary action. Staff spoke positively about working at the service: *"I think this is one of the best homes to work in"*, and *"I've been working here for such a long time, it's a good place to work"*. Individual supervision sessions are held regularly between staff and their head of department, allowing them the opportunity to discuss any professional or personal issues they may be having. The service provider also offers staff access to a counsellor and a massage therapist on a sessional basis, to improve wellbeing. Almost all staff are up to date with their core training, and reminders are sent to those who have eLearning courses outstanding. Staff told us they feel supported by the service provider to take on higher education courses, whilst they are working at The Hollies, should they wish.