



# Inspection Report on

**Highgrove Residential Home**

**Highgrove  
Hawthorn Rise  
Haverfordwest  
SA61 2BA**

**Date Inspection Completed**

25/04/2023

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## About Highgrove Residential Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Highgrove Residential Care Ltd
Registered places	30
Language of the service	English
Previous Care Inspectorate Wales inspection	27 January 2022
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

### Summary

Highgrove is a service where people receive person-centred care from a team of staff who are motivated; trained and feel valued by their manager and colleagues.

Staff know people well, and have the time and resources they need to make sure the home is kept clean, and that people's needs are met in a timely and patient way.

There are some effective governance arrangements in place to monitor quality, and staff find the manager to be both responsive and supportive. The Quality Assurance report is slightly overdue but there is evidence people's views have been sought.

The atmosphere in the service is calm and well organised, with staff engaging with people in a relaxed and friendly way. This results in people feeling satisfied with their care, and relatives feeling reassured people's needs are safely and appropriately met.

## Well-being

People are safe because care workers know what they must do if they think a person is at risk of abuse, harm or neglect. They are confident the manager would take any concerns seriously, and take the action needed to safeguard people. Visitors to the service are given access by staff, meaning they know who is in the property at all times.

The environment contributes to some degree to people's well-being. Standards of cleanliness are good and the service is well maintained. There is a programme of refurbishment and work was due to start to improve the outside of the property.

People have good relationships with those who care for them. One person described the staff as *"absolutely wonderful"* and another said they *"are not too bad"*. Relatives have confidence in the service, with one saying *"we are very happy"* and another said *"I cannot speak highly enough of them. The care is exceptional"*. Relatives are reassured that staff from all areas of the service genuinely care for people, speaking about the *"hugs"* people get from staff and the *"love"* they feel staff have for those they care for.

Well-being is enhanced because care workers know people well. They take time to get to know them, as well as what and who are important to them. Care records are informative and staff have time to read them, but there are some gaps. People and their relatives contribute to the care records. The records demonstrate people's physical health needs are appropriately met.

## Care and Support

People's physical health needs are met. The district nursing team visit daily and have high levels of confidence in the service. Care workers can recognise signs of pressure damage and there is enough pressure relieving equipment for those who need it. Records show people are repositioned as necessary to reduce the risk of pressure damage, and some people attend for routine appointments with podiatry and an optician.

Paper care records are maintained. Care plans and risk assessments are written for a range of needs, including safety; communication; sensory impairment; physical health; eating & drinking and hobbies & interests. Separate records are kept for staff to record people's weight and personal care, but these are not always a full and accurate record as there are gaps and omissions.

Daily entries are generally comprehensive. We were unable to look at the activity records as they are stored separately.

Care workers find the records helpful and have time to read them. One worker said they value the records, but value more the time they spend with people getting to know them. One person's family had provided a very comprehensive personal history which gave staff an excellent insight into the person and what is important to them. Other people also have an informative personal history recorded.

Personal Emergency Evacuation Plans are written, but some would benefit from being updated. The provider is also arranging for them to be easily available for staff and emergency services to assist with any safe evacuation.

People receive person centred care. Care workers show a good knowledge of people and they know what and who is important to them. One relative spoke about the effective ways care workers support a person when they are distressed or anxious, and one person told us how they enjoy "*a chat and a laugh*" with all the staff. The atmosphere in the service was calm and appeared well organised. People have the time they need and care workers told us care is never rushed.

There is an understanding of the importance of good nutrition. Meals are made using fresh ingredients and there is very little reliance on processed food. The lunch time meal smelt appetising and special diets are catered for. Some people would like more variety at supper time, but alternatives are available if requested. Special events are also celebrated with homemade cakes and party type food. The catering team recognise their important role in people's care and take pride in their work.

People can do things they enjoy. During the inspection some people were enjoying a game of bingo, and some were having their hair styled. One person knits for the local special care baby unit. The activities worker, described by one care worker as "*brilliant*" spends time with people in groups, doing yoga; exercises; games and musical activities. They also spend

time with people individually. There are plans for children from a local nursery to visit; this is something people have previously really enjoyed and benefited from.

## Environment

People live in a service that is suitable for their needs. Accommodation is provided over two floors and there is a lift for people to use if the stairs are difficult for them.

The lounge areas are reasonably comfortable and furnishings are in good order. The dining room is a sociable place for people to spend time with others.

Most bedrooms have some ensuite facilities. They are well decorated and some have been personalised with people's own furniture, ornaments and photographs. There is space for people to relax in their own rooms if they wish to spend time alone, or meet with visitors.

Standards of cleanliness throughout the service are good. Housekeeping staff have the products they need and feel part of the team, recognising their important role within the service.

There is a schedule of work for the year, and carpets are currently being replaced with vinyl flooring which are easier to keep clean and also easier for care workers when assisting people whose mobility is limited. Work is also about to start on the garden area and on painting the outside of the service.

There are processes in place to make sure equipment and services are checked. Records show fire safety equipment; call bells and emergency lighting have all been checked, and the recent fire safety assessment which was carried out by an independent specialist noted in their report "excellent standard of fire safety management and procedures".

## Leadership and Management

There are some governance arrangements in place to monitor quality. The latest report written by the Responsible Individual (RI) provides evidence people; their relatives and workers were consulted. The report noted what work needed to be done and also acknowledges the work of the team, stating they are “*proud of the strong and competent workforce*”. Questionnaires completed by residents for the Quality Assurance report show a high level of satisfaction with the service, but others were not consulted, and no report written. We discussed this with the manager who acknowledged the need to make sure this regulation is fully complied with.

Staff feel valued and supported. One described the manager as “*very flexible*” and others said the team is “*great*”. Care workers are able to rely on each other and say they work well together to provide person-centred care and support. Relatives we spoke with commented on the friendliness of all the staff team, citing the housekeepers and laundry worker as well as the care staff.

Care workers have the training they need to safely and effectively carry out their duties. The training matrix shows most training is up to date, but some was completed a number of years ago and would benefit from an update. Some care workers are doing additional training and during the inspection, one was being assessed by a suitable external professional. This shows the professional development of staff is both supported and encouraged. Staff feel able to request additional training if they think this is necessary. Most training is carried out as e-learning and assessments are carried out to make sure staff are competent. Supervision is also carried out and care workers get feedback on their work. Staff are safely appointed. Files contain the information necessary and are easy to navigate.



### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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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