



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru
Care and Social Services Inspectorate Wales

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Care Standards Act 2000

Inspection Report

Hillcroft Residential Care Home

11 Howells Crescent
Llandaff
Cardiff
CF5 2AJ

Type of Inspection – Focused

Date of inspection – Thursday, 18 August 2016

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Summary

About the service

Hillcroft Residential Care Home is located in Llandaff, Cardiff and is operated by Farrington Care Homes Ltd. It is registered with Care & Social Services Inspectorate Wales (CSSIW) to provide accommodation together with personal care for up to 25 people over the age of 65 who have a diagnosis of dementia. The company has nominated a responsible individual but the home does not currently have a registered manager. However a manager has been appointed and they have applied to register with CSSIW.

What type of inspection was carried out?

We carried out a focussed inspection of this service in response to concerns we received about medicine administration and confidentiality of information. We also took the opportunity to consider any improvements made to the environment since our last inspection visit on 17 May 2016.

We made an unannounced visit to the home on Thursday 18 August 2016. We met with the manager, examined records relating to the running of the home and carried out an inspection of the premises.

What does the service do well?

While this inspection focussed on the areas of concern that we had been made aware of, during our inspection we observed staff providing very good support to a resident suffering a health emergency.

What has improved since the last inspection?

Recent investment in the home has created a much pleasanter and safer environment for people. Since our last inspection visit the following works had been completed:

- new flooring and carpets had been laid in communal areas of the home and some of the bedrooms
- window restrictors had been fitted to windows on the upper floors of the home meaning that people's safety had been considered
- pictures and wall art had been purchased and hung on the walls of communal areas giving Hillcroft a more homely feel
- the layout of the dining room had been altered which meant that people could sit together and socialise at mealtimes
- new lighting had been installed in the ground floor corridor
- a new fan had been installed in the conservatory
- new coordinated bedding and towels had been purchased
- the large television in the lounge had been moved making it easier for people to watch it
- many areas of the home had been repainted and this, together with the new flooring, had made the home look much brighter and pleasant.

What needs to be done to improve the service?

The home was compliant with the Care Homes (Wales) Regulations 2002.

Quality Of Life

We had been informed by someone raising a concern with us that that on a recent occasion lunchtime medicines had not been administered to residents. We were aware of this event because the manager of the home had sent us a regulation 38 notification which explained that seven people had not received their medicines on 11 August 2016. We discussed this event with the manager and were informed that the error had occurred because a message from the person with responsibility for administering medicines on 11 August 2016 had not been passed to the appropriate person. As soon as the error was found the home contacted a GP to obtain advice. The home also notified the local authority and CSSIW. In discussion with the manager it was evident that measures had been put in place to prevent a reoccurrence.

People can be assured that information held about them is stored securely. Some information regarding residents, staff and other confidential information concerning the running of the home is kept in the home's office. This room is kept locked when the manager or deputy manager is not on the premises. Information that staff need day to day, such as people's care records, are kept in another room which is accessible to staff at all times. We were informed that this room should be locked when unoccupied.

While we were looking around the home one of the residents suffered a health emergency. We were impressed by the calm and professional manner that a care worker and the deputy manager handled the situation. The carer spent time with the resident comforting, calming and reassuring them, while the deputy liaised with emergency services.

Quality Of Staffing

We did not consider this theme on this occasion but it will be considered at future inspections of the service.

Quality Of Leadership and Management

We did not consider the quality of leadership and management during this focussed inspection. This theme will be considered at future inspections.

Quality Of The Environment

People living at Hillcroft can now be assured that they are living in a pleasant and well maintained environment. Since our last inspection work had continued to improve both communal and private living spaces. Most noticeably the ground floor and staircases had been re-floored with either carpet or hard flooring. This improvement together with repainted walls and woodwork and newly purchased pictures and wall art created a much more comfortable environment.

We observed that other works had improved people's safety. This included the fitting of appropriate window restrictors, new lighting in the ground floor corridor and the installation of a new fan in the conservatory.

The manager had given thought to people's lunchtime experience and by simply rearranging tables in the dining room ensured that people had the opportunity to talk with fellow residents and mealtimes were more of a social activity.

The home was in the process of renewing bedding and towels and we saw that this improved the appearance of people's bedrooms.

The home was generally tidier and less cluttered than at previous inspections and overall we could see a marked improvement. The manager told us that this would be maintained and that they intended to ensure that there was planned and ongoing maintenance of the building.

How we inspect and report on services

We conduct two types of inspection; baseline and focused. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focused inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focused inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focused inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by telephoning your local CSSIW regional office.