



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

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Care Standards Act 2000

Inspection Report

Haulfryn

Haulfryn
Pistyll Hill
Cymau

LL11 5ER

Type of Inspection – Baseline
Date(s) of inspection – 20 June 2016
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Summary

About the service

Haulfryn is a large detached building situated in an elevated position in the village of Cymau with panoramic views over the countryside. The service is registered to provide personal care and accommodation to 24 adults aged over 60 years who have personal care needs associated with dementia. At the time of our inspection, 22 people were living in the home.

The registered provider of the service is Haulfryn Care Ltd. The nominated responsible individual for the company is Mrs Sandra Regan. Mrs Regan is also the registered manager of the service, and Clare Roberts is the registered manager.

What type of inspection was carried out?

We, CSSIW, made an unannounced visit to the home on 20th June 2016 between the hours of 9:30 am and 16:45 pm. This was a baseline inspection, looking at all four themes, quality of life, quality of staffing, quality of leadership and management and quality of the environment.

Information for this report was gathered from the following sources:

- Discussions with two people using the service, and two visiting family members.
- Discussion with the responsible individual, a director of the company, the newly appointed manager, the senior carer and three members of staff.
- A sample of records in relation to three people using the service, staff and the operation of the home, including staff rotas and maintenance records.
- Completed questionnaires from 5 people using the service, 10 relatives or representatives, 4 visiting professionals and 3 staff members.
- Our observations during the visit, including the use of the Short Observational Framework for Inspection (SOFI 2) tool. The SOFI2 tool enables inspectors to observe and record life from a service user's perspective: how they spend their time, activities, interactions with others and the type of support received.

What does the service do well?

We found that the leadership team were focussed on providing excellent care and are keeping abreast of the changing nature of care giving and utilising opportunities to drive sector developments. Family representatives told us that the staff are exceptional and very caring. One person said 'All her needs are more than met, it is a wonderful place for her to spend her last years.'

What has improved since the last inspection?

The previous report identified areas for practice improvement:

The dining experience for people who live in the home could be enriched; we suggest current dementia research be used to further enhance the experience (social experience

not task orientated). We found that efforts were being made to do this, within the limits of staff available.

Currently snacks and drinks are not freely available for people to access independently, we suggest ways are sought to address this. We saw that snacks were available through the home for people to help themselves to, and that there were jugs of juice that people could access if they wished.

Consider the use of the double bedroom on the first floor, as currently it does not appear to provide homely accommodation for a second person. This bedroom is now being used for one person and looks more homely.

To evidence care plans are produced with people who live in the home and/or their representatives, it would be good practice for them to sign them. Currently this has not been achieved, but the management of the home are in the process of developing new care documentation, as part of a working group with Flintshire County Council, which should address this issue.

The new manager is also working with Flintshire County Council on developing a new standardised welcome pack.

The home now employs a dedicated administrator to ensure systems are adhered to.

What needs to be done to improve the service?

We identified areas where practice could be further developed to assist the registered persons in improving the standard of the service provided.

The issues identified are:

- The Safeguarding policy needs reviewing to ensure it provides sufficient detail to all care home staff, and to reference the latest guidance.
- Care plans need to be more detailed to reflect the support that is actually being delivered. They should evidence that the service user and/or their family have been involved in the development of the care plans.
- Staff should have time to read all care documentation.
- Within the statement of purpose the complaints section needs to be in line with Care Homes (Wales) Regulations 2002, 23.

Quality Of Life

Overall, we found that people experience good physical and emotional wellbeing. We were told by relatives that the home is "such a friendly place, clean and comfy for mum, very caring staff.'

People are treated with respect and dignity. We saw this through the interactions between people and staff. Visiting professionals told us in questionnaires that people were treated with dignity and respect, and one said 'excellent care staff, always attentive to client need with dignity'. One family member told us the attitude of staff towards the people living in the home was 'absolutely wonderful with all the residents'. We saw that people were encouraged to make choices about what time they got up and how they spend their days.

People remain as healthy as possible, because their needs are anticipated and they are supported to have access to specialist or medial support. We saw a district nurse and GP visiting people in the home. A person became unwell whilst we were present and the home called for paramedics so the persons' health could be thoroughly assessed. One family representative told us that 'at the slightest concern for their health' the home arranges for the person to be seen by health care professionals. Visiting professionals told us that the home follow their instructions very well.

People can do things that matter to them. We were told that one person will be helped to go to the Community Hall to vote in the upcoming elections and that other people have chosen to complete postal votes. We could see that people were supported to carry on with their usual activities as much as possible, for example, one person enjoys gardening and they help to maintain the homes' gardens.

People can choose to be active, and positively occupied. The care staff provide opportunities for people to be engaged in a number of activities, such as indoor bowls, reading, quizzes, listening to a range of different types of music. A musical entertainer comes to the home monthly and is enjoyed by the people who live in the home as well as visiting relatives. Recently Flintshire County Council have supported some activities and have visited with a "Rempod"- a pop up screen, which enabled people to feel like they were on holiday by a beach and encouraged people to remember past times. There are photographs on the notice board which evidence people enjoying a wide range of activities. There are three lounges so that people can choose what activity they join in with, and can enjoy quiet space if they wish to.

People can feel sure that they receive the right care, at the right time, in the way they want it. This is because we saw that the care documentation specifies what care people need, and how to deliver it, highlighting things that work well. However, we noted that in one persons' care file, their rapid deterioration in condition was not made clear, although we observed that staff were responsive and knowledgeable in how best to care for people. They also encourage independence, often documenting that people should be encouraged to do things for themselves if possible. We saw there was a one page profile which gave a clear picture of the person, including their likes and dislikes and interests, and strengths.

Quality Of Staffing

We found that people receive care from staff they are comfortable and familiar with, and who are trained and supported with their role. One family member told us that staff are 'exceptional'.

People enjoy being cared for by motivated staff who are appreciated and want to make a positive difference to peoples lives. Staff told us they enjoy their work and feel supported by the management team. We saw that staff are receiving supervision on a regular basis, and also have annual appraisals. We saw that staff enjoyed their interactions with the people living in the home, and that they know people well and how best to care for them. A relative told us that staff attitude is 'absolutely wonderful'.

People are cared for by familiar staff as turnover is low and there is no use of agency staff. This means that people can be assured their needs are well known to the staff and will be met consistently. However, one recently employed member of staff told us she has only had time to read some care files, and we suggested to the manager that staff need to be enabled to familiarise themselves with people living in the home.

People receive care from relaxed staff able to cope with more complex demands without becoming stressed or resentful. One family representative told us 'I think the staff at Haulfryn really love the residents in the sense they treat them like relatives and really seem to want what is best for them and they do a difficult job brilliantly.' Another person's relative told us that they have seen staff deal with difficult situations calmly and with patience. We saw that staff have training in dementia, which helps them understand peoples behaviour and how to care for people who may be distressed due to the condition.

Quality Of Leadership and Management

We found that the leadership and management of the home was effective and efficient. As one relative said in a questionnaire 'this positive attitude comes from the fact Sandra and Peter (owners) are there on site and their attitude filters down.'

People who use the service or are linked to it are clear about what the service sets out to provide, because it is clearly stated within the homes' Statement of Purpose. However we noted that the section on complaints is not compliant with Care Homes Wales (2002) Regulations, and the manager has agreed to address this.

People experience an improving service which they can rely upon. The management team are keen to keep up with current research and good practice. The manager is part of two Flintshire County Council working groups, one to improve care planning and the other to address an issue raised by the Older Peoples Commissioner for Wales, introducing a standard welcome pack for care homes. Both of these will improve practice within the care home as well as across the care home sector. We also note that the new manager is continuing her development in dementia practice by continuous training, and she then shares the information with other staff members.

People using the service are actively involved in defining and measuring the quality of the service. The company have recently sent out questionnaires to people who use the service and their families, and will collate the responses and produce a quality assurance report, as they have done in previous years.

People can be confident that they are safe because the business is well run, with due care and attention to minimum standards and regulations. For example, we saw that the recruitment process is robust and ensures staff are suitably scrutinised before they start employment. We also saw that staff are supervised as required, and regular staff meetings are held. However it was not clear that new staff were following the Care Council for Wales recommended induction programme, and the manager told us she would look into this. We examined one policy, "Safeguarding", and have advised the management team that it needs to be reviewed to ensure that it details all the actions the service would need to take to safeguard the people who live in the home and that it should be compliant with current Welsh guidance.

Quality Of The Environment

People living in Haulfryn experience a homely, comfortable environment, where visitors are always welcome.

People find the environment light, airy, fresh and clean. There is attention to cleanliness and making the environment stimulating for people through pictures and tactile objects that people can access throughout the home.

Relatives told us they feel welcome and relaxed in the home, and we saw this during our visit. Some relatives told us they did not always know who was in charge, and the management told us they will look into a way to resolve that.

We saw that people have a sense of identity and personal worth. Rooms were individually decorated, and people are able to bring in their own items from home. We saw that following our last inspection, one bedroom is no longer used as a double room, and has been decorated to make it a homely environment for the occupier.

People can explore freely, both within the home and the garden, if they choose. People benefit from panoramic views from the garden, and there is various seating arrangements so people can sit outside and enjoy it.

People can be confident that equipment is safe because of good maintenance. We saw a range of certificates which evidenced that testing on equipment like hoists and bath hoists had been carried out. We also saw that fire equipment, such as emergency lighting and fire alarms are regularly tested.

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.