



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

Inspection Report on

Haulfryn

**Pistyll Hill
Cymau
LL11 5ER**

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Description of the service

Haulfryn residential care home 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, 23 people were living in the home. The registered provider is Haulfryn Care Ltd who have appointed a responsible individual. Mrs Clare Roberts is the registered manager and the responsible individual for the company is Mrs. Sandra Regan. Haulfryn is located in the small and quiet Flintshire village of Cymau and overlooks stunning countryside.

Summary of our findings

1. Overall assessment

People are generally content and happy in Haulfryn and their health and emotional well-being is placed at the centre of service planning. People are supported to exercise control and choice within their daily lives and they and their relatives are involved in the design and delivery of their own care plans. People receive care and support from motivated, well-trained and well-led care staff, who anticipate and respond to their needs and wishes. Emphasis is placed by the provider and manager on staff training; this helps care staff to better understand and care for the people they support, as well as enabling staff career development. Some improvements are needed to the recruitment process and to the induction programme for new staff.

2. Improvements

Since our last visit, improvements have been made in the following areas:

- The safeguarding policy has been reviewed; the policy provides sufficient detail and refers to the latest guidance.
- Care plans reflect the support actually being delivered; there is evidence that people living in Haulfryn and/or their families have been involved in the development of their care plans. This includes monthly reviews, people and families involved in 'getting to know you'; and 'what's working – what's not working'. If there is a need for an urgent change to a care plan, the family is immediately consulted.
- Staff have time to read all care documentation. The service has introduced one page profiles for both people and staff, summarising people and staff likes, dislikes, wishes and interests. These profiles have made the information clearer for people, families and staff.

3. Requirements and recommendations

Section five of this report sets out our recommendations to improve the service. These include:

- Medication: Ensure accuracy of recording and introduction of regular medication audits.
- Policies and Procedures: There is a need to establish an effective system to review policies and procedures.
- Staff Induction: All new staff should be made aware of their responsibilities in terms of safeguarding vulnerable people.
- Recruitment: The registered persons should ensure all relevant pre-employment checks are carried out.
- Environment: The registered persons should address the outstanding maintenance issues, as listed in section five.

1. Well-being

Summary

People are generally content and happy. Their health and emotional well-being is placed at the centre of service planning and people and/or their relatives are involved in the design and delivery of their own care plans. People are supported to exercise control and choice within their daily lives.

Our Findings

People are listened to and are able to exercise choice in key aspects of their daily lives. People told us they could choose their meals, what they did in their leisure time, stimulation, and they could personalise their bedrooms. One person told us *“I have plenty to see and do so I don't get bored. I like drawing, taking care of animals especially horses as I used to ride a lot. Staff listen to what you want and if you don't want it they won't pester you.”* Another person told us they enjoyed gardening; they told us they occasionally helped the owner in the garden but said they especially enjoyed relaxing and watching the owner doing the gardening and that was a benefit of being a retired person.

People living at Haulfryn are content and have opportunities to take part in activities which they enjoy so they are positively occupied and stimulated. Throughout our inspection we observed people involved in and enjoying gentle physical and sensory activities, craft work, reading, listening to music, singing and relaxing. The needs of people with failing memory was being planned for and addressed. For example we noted that staff had received training which enabled them to support people to take part in 'creative conversations'. 'Reminiscence Rempod', which enabled people to remember familiar themes and times, was also used. Memory boxes had been positioned outside people's bedrooms. Memory boxes contain familiar photographs from an individual person's history, serving to evoke warm memories, provide comfort and assist people with the location of their rooms. Inside each bedroom we saw that considerable personalisation had taken place, according to individual taste. Evidence shows that people can do things that matter to them.

People's health needs are anticipated and responded to. We saw that people had access to local district nursing services. For example, a new liaison nurse supported care staff in Haulfryn to avoid the development of problems relating to skin pressure areas. Similarly, we were told by the manager that the local general practitioner (GP) service was very supportive and responsive to people's needs. The GP played a key role in coordinating the provision of specialist services where individual needs had been identified such as speech and language therapy or occupational therapy. We saw that people also had access to other healthcare support including eyesight assessments and routine dental assessments carried out by services brought into the residential home. We spoke to the cook and looked at menus; we found that people were offered meals with good nutritional value and balance.

People were encouraged to make individual choices in advance for the main meal of the day. One person told us *“The meals are very good and they come around the day before or in the morning to ask what we would like”*. Another person told us *“If you want anything, you can ask for it and they go and get it. I like a glass of wine so I go to the cupboard and get it myself. The staff are aware and they monitor how much I drink and we get on well together. The food here is top notch. We have a choice and ask for more if we wish. I feel this is very much my home”*. A third person said *“The meals are very good and you can have what you want really, although today I have asked for just a sandwich for lunch”*. We saw that people’s hydration needs were being met with people being offered a choice of hot and cold drinks throughout the day. Information held in people’s care plans showed that people’s nutrition and fluid intake and weight were regularly monitored. Evidence suggests that the service supports people to be as healthy as they can be.

2. Care and Support

Summary

Overall, people receive support which is safe, caring and responsive. People were positive about the care and support they received. Care plans and risk assessments were in place and reviewed regularly. Well trained staff treat people with dignity and respect. Some improvements are required to the recording of medication administration.

Our findings

Systems are in place to ensure staff deliver care and support which is person-centred. People are offered the opportunity to make decisions about their care. We saw that each person had a detailed plan of care; people and / or their relatives had been involved with agreeing the plan of care. Risk assessments were in place to ensure people are kept safe as far as possible. This included the North Wales Multifactorial Risk Assessment (MRA) with Falls Pathway to address any risk of falls. Care plans and risk assessments we looked at had been reviewed regularly and updated if needed.

A pre-assessment had been undertaken by the service before people were offered a place at Haulfryn. This assessment involved the person, their family and associated professionals so that the person could be sure the service was able to meet their needs before they moved into the home. Evidence suggests that the information recorded in people's files enables people's individual needs to be easily and clearly understood by staff who are providing support.

Attention is given to people's well-being so they are safe and supported. We saw from the staff rotas that from 8am-5pm five care staff were on duty, providing care and support to people. From 5pm-8pm there were four care staff, followed by two waking night staff each night, whose prime responsibility was to ensure that people's wellbeing was being addressed and therefore that people were safe and supported throughout the night. People can be assured that the ethos demonstrated within Haulfryn is to place people receiving services at the centre of their planning and service-delivery. This was illustrated to us through discussion with the provider, responsible individual, registered manager, care staff, and observation of staff/people interactions. Staff receive structured and regular supervision by senior staff, regular training and participate in staff meetings. We spoke to members of care staff on duty at the time of the inspection visit and found them to be motivated, positive and empathetic to the needs and wishes of people. One senior staff member told us *"I love it here, in fact so much that I come in on my days off. I have recently undertaken courses in tissue viability, advanced care planning, and delirium. I started here nearly three years ago, completed my QCF (Qualifications and Credit Framework) levels 2 and 3 and have just started the QCF 5 in leadership and management. People therefore receive care and support which is informed by best practice.*

We observed staff administering medication; people can be confident that this was undertaken in a safe way. However, we identified that improvements could be made to the storage and recording of administered medicines. We saw that one staff member's initials regularly 'crept' across two days' boxes on the Medication Administration Record (MAR) charts. This could lead to medication errors if staff thought the box had been initialled when it hadn't. In sampling the stock levels of a controlled drug prescribed for one person, we found the reducing total not recorded on one day, although the stock level was correct. Evidence suggests people can be confident their medication will be managed safely but some improvements are needed to ensure accurate recording.

3. Environment

Summary

Overall, Haulfryn is a safe and well-maintained environment. People are supported to make choices in order to make their own rooms personalised and homely, reflecting their wishes and tastes. Maintenance is required in some areas to improve the environment and enhance people's comfort.

Our findings

Haulfryn benefits from a structured and planned maintenance programme carried out by the provider. This means that people's bedrooms, communal areas as well as the building and external areas receive remedial attention on a routine basis but also benefit from prompt responses to unplanned issues. Health and safety checks of equipment, such as lifting and hoisting equipment, are carried out regularly and recorded.

We saw some outstanding maintenance which the registered persons agreed to address. These included a dent in the wall in one person's room, removal of a "false" glass window in another room, the sink sealant needed repairing in another room. We saw some loose cables on the floor by one person's bed which were a trip hazard. We also saw that one room was occupied by two people (a double room). We discussed this with the registered persons who told us it was their intention to reduce the occupancy to a single person room.

People are encouraged to personalise their rooms according to their personal preferences. We saw that this included people's own bed linen, photographs, mementos, flowers, chairs and general decor. This helps people to settle into their environment and feel they belong.

Haulfryn is located in a small village with views over the surrounding countryside. We saw that people could enjoy the views either from their rooms or from communal areas. Chairs and tables were provided outside the front of the building where people could sit and enjoy the fresh air and surrounding views.

We make the following recommendations to the provider:

- Bedroom 23: repair of dent in wall needed
- Room 9: 'false' glass window in ensuite is unsightly and serves no function. Therefore needs removing and space used more appropriately to meet people's needs
- Room 10: repair of sealant to sink needed
- Room 14: removal is needed of loose cables on floor by bed which are a potential trip hazard

- Double-room: we noted that this was occupied by two people. The provider told us that it is their intention to reduce to occupancy of this room to a single occupancy room. We would encourage the provider to do so as soon as practicable.

Although some improvements are needed to enhance people's comfort, overall, people live in accommodation which supports them to maximise their independence and achieve a sense of well-being.

4. Leadership and Management

Summary

Haulfryn is a family-owned and managed service; people can be assured that the family ethos of Haulfryn is to place them at the centre of planning and service delivery. Management have oversight of the service; this could be further improved by introducing processes for regularly reviewing the service's policies and procedures and for auditing the management of medication at the service. People are cared for and supported by motivated, well-trained and well-led care staff, who anticipate and respond to people's needs and wishes. Staff training and recruitment could be further improved by ensuring new staff have an awareness of the safeguarding process and that two written references are obtained for every member of staff prior to commencing employment.

Our findings

Effective governance arrangements are in place at Haulfryn. These arrangements cover various reporting and monitoring processes and easily accessible senior level support for care staff. However, we saw that Haulfryn's policies and procedures were not reviewed on a regular basis to ensure they were up to date and fit for purpose. There was also no medication auditing system in place at the time of our inspection, which could identify any potential issues to enable the manager to address them in a timely way. The provider and responsible individual visited the care home on a daily basis to monitor the service. Staff told us the registered persons were always accessible for support outside of office hours if needed. We saw that regular, documented staff meetings had taken place which enabled staff to discuss any issues or concerns and share information for the benefit of people using the service. Overall, people benefit from a service which sets high standards for itself and where staff have opportunities to contribute their opinions to improve the service; this could be further improved by introducing a medication audit and ensuring policies and procedures are reviewed regularly.

Staff are supported by senior staff; they receive regular supervision and an annual appraisal. Staff told us that they found their regular supervision sessions with their line manager to be very helpful. They told us these sessions provided them with an opportunity to gain feedback on their performance and also to raise questions and to seek clarification on anything of which they were uncertain. We noted that senior staff took on caring duties so all care staff could be temporarily released from their duties in order to contribute to staff meetings. This approach to communication helps to ensure that information is shared and that staff provide a consistency of approach to providing care to people living in Haulfryn.

There is an emphasis by the registered persons on enabling staff to undertake training so that they can better understand and care for the people they support. We saw that this

training also played a role in enhancing staff career development which, in turn helped to retain staff. Comments from staff we spoke with about working at Haulfryn included *“it’s family orientated”* and *“I have found it to be a brilliant and rewarding job”*. Overall, evidence suggests that people benefit from a service where the staff are well led, supported and trained.

We looked at the recruitment procedures for the service. Generally, recruitment and induction processes for new staff were reasonably robust; however we identified two areas for improvement. We saw from one staff member’s file that one of the two required written references was not present. We raised this with the registered persons who agreed to ensure that two written references are obtained prior to any appointment being made and to retrospectively address the records relating to this one staff member. We also looked at the induction programme undertaken by all new staff and noted that safeguarding had not been covered at an introductory level. This means that new staff may be unaware of their responsibilities in relation to safeguarding vulnerable people. We discussed this with the manager and provider who told us they would build safeguarding into the staff induction programme. The evidence suggests that people can be assured that staff are recruited in a way that protects their safety but this could be improved by ensuring that two written references are obtained for every staff member and ensuring that all new staff have an awareness of the safeguarding process.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None.

5.2 Areas of non compliance identified at this inspection

None.

5.3 Recommendations for improvement

We recommend the following:

Medication:

- Accuracy of recording on MAR charts should be improved by limiting staff initials to one box.
- Reducing stock levels of controlled drugs should be recorded accurately.
- The registered persons should consider introducing regular, independent medication audits to ensure that any issues are identified and addressed as soon as possible after they occur. This will help provide an assurance that medication is managed and administered safely and according to good practice guidelines.

Policies and Procedures:

- The registered persons should put an effective system in place to ensure that regular reviews of Haulfryn's policies and procedures takes place routinely. The production of a matrix identifying each policy, date for review, carried out date and reviewers signature could help with this.

Staff Induction:

- The existing induction programme for new staff should include training and information on the safeguarding process so that all new staff are aware of their responsibilities in terms of protecting vulnerable people.

Recruitment:

- The registered persons should ensure they obtain two written references for new staff prior to appointment.

Environment:

- Repair of dent in wall needed in one bedroom.

- 'False' glass window in ensuite in one person's bedroom is unsightly and serves no function. Therefore needs removing and space used more appropriately to meet the needs of the person in that room.
- Repair of sealant to sink required in one bedroom.
- Loose cables on the floor by the bed in one person's room are a potential trip hazard and should be made safe.

6. How we undertook this inspection

This was a full inspection undertaken as part of our inspection programme. We made an unannounced visit to the home on Wednesday 19 July 2017, between the hours of 10.40am and 4.15pm.

The following methods were used:

- We spoke to nine people living in Haulfryn
- We spoke to all care staff on duty, senior care staff (known as 'supervisors'), kitchen staff and the registered manager and viewed minutes of staff meetings
- We spoke to the provider and responsible individual and explored governance arrangements and building maintenance with them
- We undertook observations of interactions between people using the service and staff
- We viewed a sample of people's care plans and associated risk assessments
- We observed and sampled the storage, administration and recording of medication including controlled drugs
- We viewed staff recruitment, supervision, annual appraisal, and training records
- We viewed the care home's policies, procedures and records including complaints and safeguarding
- We viewed the Statement of Purpose, Service-User Guide, and internal quality audit reports
- We toured people's personal accommodation, communal facilities and rooms, and also the grounds and gardens of the care home
- We gave initial oral feedback relating to our main findings to the provider, responsible individual and registered manager at the end of our inspection and answered any questions they had

Further information about what we do can be found on our website www.cssiw.org.uk

About the service

Type of care provided	Adult Care Home - Older
Registered Person	Haulfryn Care Ltd
Registered Manager(s)	Clare Roberts
Registered maximum number of places	24
Date of previous CSSIW inspection	20 June 2016
Dates of this Inspection visit(s)	19 July 2017
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	No
Additional Information:	