



Inspection Report on

Hafod House Rest Home

**Hafod Ruabon
Wrexham
LL14 6HF**

Date Inspection Completed

10 June 2021

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About Hafod House Rest Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Sure Care (UK) Ltd
Registered places	25
Language of the service	English
Previous Care Inspectorate Wales inspection	8 June 2019
Does this service provide the Welsh Language active offer?	No

Summary

Hafod House provides care and support in a warm and friendly environment. The premises is safe and accessible, and re-decoration and refurbishment is ongoing.

Staff know people well, interact in a kind and caring manner and provide support when and how people like it. Care files detail how people like their individual needs met. Activities at the service are regular and varied to ensure people's physical and emotional well-being. People are kept safe through good safety measures, including infection control.

There is good management oversight of the service. Audits of key elements of care are carried out. The Responsible Individual visits as required and talks to people who live in the home and staff to obtain feedback about the service. There is ongoing investment to improve the service. Staff feel supported by the manager and receive supervision. There is training in place to support staff development and help them carry out their work safely and effectively, although some improvement is required.

Well-being

People at Hafod are well supported to have control over day to day life. They are consulted on their views on how they want their usual day to look like. Their care and support plans detail their individual needs and preferences. There are regular resident meetings so people can voice their opinions on matter such as food menus and activities.

People's physical and mental health are promoted. People enjoy a varied menu, which they have input towards. There are regular activities, twice a day, which people can choose to join in with. People who choose to spend their time in their rooms have opportunities for one to one activities. People are able to access the large, well maintained garden if they want to. People live in an improving environment. Ways of improving the environment are continually being identified and acted upon. Living in a well maintained environment contributes to people's well-being.

People's risk of harm or abuse is well managed. Staff receive regular training and updates on safeguarding, and there is an up to date policy that is easily accessible. Staff understand their responsibilities to report any concerns. Everyone has a personal emergency evacuation plan (PEEP). Other risks identified have a risk plan to mitigate and reduce them. There are good systems in place to manage infection control, which has kept people safe through the Covid 19 pandemic. People we spoke with told us they feel safe in Hafod.

People have, and are supported to maintain, good relationships with others. During the Covid 19 pandemic people have been supported via a range of means to keep in contact with those who are important to them. We saw people have good relationships with staff and with each other.

Care and Support

People receive care and support that meets their individual needs. People's needs are assessed and planned for before they arrive at Hafod. Personal plans are thorough and demonstrate people's individual preferences are known and understood. We saw care and support plans had been reviewed with individuals, as required, to ensure staff's knowledge is up to date. People's risks are assessed although all risk assessments should be personalised. A family member we spoke with praised the care their family member received and told us they knew their preferences very well, giving the support provided '5 out of 5'.

People receive good support from friendly and respectful staff. We observed people receive support as described in their care plans. It is clear that people can follow their own routines as described. Staff are kind and respectful and provide care in a relaxed manner. Feedback from people and their families is very positive about the care and support they receive. People told us they like the food and are able to help themselves to drinks and snacks as these are freely available. We saw the kitchen staff had information about people's preferences and needs.

People have access to a range of healthcare support. We saw from notes people are supported to access a wide range of healthcare professionals, including GP's and community psychiatric nurses as needed. We spoke with a visiting healthcare professional who said there is good communication with the service, staff follow guidance and they ask for support in timely way. A wide range of activities and use of a range of tools, from arts and crafts to modern information technology, support people's mental well-being. People receive the medication they require. Medication audits check processes are safe.

People's safety is well maintained. The service has strong systems in place to ensure people are safeguarded from abuse, through regular training and easily accessible policies. Infection control systems are good, and there is a wide range of measures in use to ensure people are safe from Covid 19. This includes testing visitors to the home, as well as good use of personal protective equipment (PPE) by staff and visitors.

Environment

The service provides people with care and support in a spacious location and environment. Facilities and equipment promote personal outcomes effectively. It is accessible and safe with appropriate security measures in place. The general environment is warm, welcoming and clean. Redecoration and refurbishment in some areas has taken place, and more work is planned. People are able to choose where to spend their time, be it in their own personalised rooms, one of two lounges or the large garden area. Equipment to support people with their needs is well maintained, in line with current legislation.

Health and safety of the home is well managed. A member of staff oversees all maintenance issues and has a good electronic system in place to support this. Issues are swiftly identified and dealt with. The fire risk assessment was reviewed in July 2020 and regular fire systems checks are carried out. We saw there are a number of environmental risk assessments in place, but these should be specific to Hafod House.

Leadership and Management

People are supported by staff who are suitably fit. There are thorough recruitment processes which ensure staff are of good character to work in the service. Staff receive a wide range of mandatory training, and it is clear when training should be renewed, through a computerised system. Staff told us they feel they receive enough training to do the job, and it is regularly updated. We saw not all staff had received training on dementia. This was highlighted to the service, and they immediately started to address this through e-learning. Staff have started to receive one to one supervisions, which will support staff and ensure good practice. Staff like working at Hafod and feel well supported by the new manager. Staff generally feel they have enough time to do their job well. They noted on some occasions they could be a little rushed in the mornings. The provider told us they would look at the ratio of staff and residents again.

The provider has improved their quality assurance processes. They are moving to have easy online access to information for the management team. They have audits in place so key aspects of care can be monitored, for example, falls, medication and infection control. The Responsible Individual carries out three monthly visits to the service and talks with people and staff. The written reports we viewed could contain more detail to evidence full oversight. The Responsible Individual has identified ways of enhancing the reports for the future. A quality of care review was completed in 2020 and work has commenced on completion of the next six monthly report.

The service has developed a culture of working to improve the service. The service has an open and relationship with key stakeholders and responds well to suggestions. For example, we advised the Statement of Purpose and some key policies required more detailed information in some areas. The management team were quick to respond to this advice. The service are making investments to improve the environment, as well as improving facilities for activities, for example new modern information technology and improved management tools.

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

None	
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Areas where improvement is required

None	
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