



Inspection Report on

**Heddfan Residential Home
Merthyr Tydfil**

Date Inspection Completed

04/06/2021

Welsh Government © Crown copyright 2021.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk You must reproduce our material accurately and not use it in a misleading context.

About Heddfan residential Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Marilyn Murray
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	This was the first inspection since the service registered under the Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA 2016).
Does this service provide the Welsh Language active offer?	This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service. We recommend that the service provider considers Welsh Government's 'More Than Just Words follow on strategic guidance for Welsh language in social care'.

Summary

Heddfan Residential Home is registered with Care Inspectorate Wales (CIW) to provide care and support for up to five adults with mainly learning disability needs. Marilyn Murray is the Responsible Individual (RI) for the service. A manager is in place who is registered with Social Care Wales (the workforce regulator).

People in Heddfan enjoy living there and are supported to maintain, and improve, their independent living skills, interests and routines, whilst being safe and protected from harm. A stable and caring staff team ensures a good standard and continuity of care. People benefit from warm and positive interactions with staff who know them well and understand their needs.

The home offers a family-like, comfortable environment and is clean and well maintained. Care staff appear happy working at Heddfan and are dedicated to their work. The management team is pro-active and hands-on, and good systems are in place to ensure the quality of the care and support provided. The service met all legal requirements at the inspection.

Well-being

At Heddfan, people live in an environment that improves their independent living skills and supports their specific needs. They can follow their interests, choose their daily routines, and what activities they want to do, individually or as a group. People are comfortable in the company of care staff and each other, and appear uplifted by the support they have. A stable and caring staff team offers people positive interactions and competent support, within the home and the wider community. Staff interact with people in a caring, warm and respectful manner, and they communicate with people in ways they understand. Care staff and management have a good understanding of the individual needs, and the support provided to people enables them to develop their confidence and self-esteem.

People have a voice and the service supports their choices. They can develop their full potential, do things that matter to them and feel valued in society. The service asks people and their representatives about their wishes, involves them extensively in the planning and reviewing of their care, and supports them to have meaningful outcomes. People's individual needs define their personal plan, and care and support is adapted to suit their situation. Risk assessments identify people's particular vulnerabilities and strategies for protecting them. Plans and assessments have regular reviews with the individual, as well as when required, for example to reflect a change in support needs.

Management is approachable and cooperative. The service communicates well with staff, people and their loved ones. Systems are in place to safeguard people from harm. Staff have training to recognise signs of neglect, abuse and poor mental or physical health and they know their safeguarding responsibilities and can act appropriately.

We had positive feedback about the standard of care in the home and people spoke well of the staff, saying care workers are "lovely" and "like family to me". People say their choices are respected and the service supports their individual preferences.

The service has appropriate infection control measures, and care workers say they have good supplies of personal protective equipment (PPE). Procedures are in place to assist people with safe medication management if required.

Heddfan currently has no care staff or people speaking Welsh but advised us care delivery in Welsh could be considered for new admissions.

Care and Support

The service provides a good standard of care and support to people and living in Heddfan has improved their health and well-being. We spoke with some residents and their opinion of the service is very positive.

Arrangements are in place for assessing people's needs prior to their admission into the home, to ensure the home is a suitable environment for them. Peoples' personal plans are detailed and up-to-date; care staff are given clear guidance within the plans (and the accompanying risk assessments) about how to meet peoples' identified needs and maintain safety. The plans show individuals are asked about their wishes and preferences and they are involved in making decisions about all aspects of their life. The personal plans also contain detailed life histories and comprehensive information to guide staff, and other health or social care professionals, in the care and support required. Appropriate risk assessment and risk management plans are in place. The service completes three-monthly comprehensive reviews with each person. They contain not only the required formal reviews but also reflections on the person's physical and mental well-being, photographs and accounts of activities and achievements.

The service has appropriate infection control measures in place and staff use suitable personal protective equipment (PPE) to reduce the risk of cross infection. Staff say there are sufficient supplies of PPE and they know what to use, when and how. The visiting procedures are according to guidance and help to keep people safe in the home whilst maintaining important social contacts.

Policies and staff training for medication management are in place to ensure safe practice. The medication administration is regularly audited and any shortfalls are noted, so the service can take appropriate action, for example by retraining or updating staff. Any change or concern about peoples' health prompts timely and appropriate actions, for example referrals to other health professionals. This shows the service takes steps to minimise risks associated with the management of medication, and ensures people are as healthy as they can be.

Staff know the residents well, can recognise deterioration in their health and well-being, and act accordingly. Turnover of care workers is very low which also ensures good continuity of care. The service uses very little agency staff. People seem to feel comfortable with staff who provide their support. They speak well of the staff, saying they are "*my family*" and "*just wonderful*".

Environment

Heddfan offers a spacious, quiet and homely environment and has easy access to a lively community with shops and activity opportunities.

The people living in the home have a choice of private and communal spaces, as well as a pleasant garden, with patio and shaded sitting areas. People are comfortable within their surroundings and seem to enjoy their home. They are able to arrange their rooms with the help of staff to feel homely, promote their independence and reduce anxieties. They take pride in their home and enjoy helping to keep it nice.

The home is safe and well maintained. The records indicate appropriate maintenance and certification is in place, including for key facilities such as gas, water (to check for signs of legionella) and portable appliance testing (PAT). Consideration to health, safety and maintenance forms part of the RI's quality monitoring reports.

All individuals have a personal emergency evacuation plan specific to their individual support needs, and fire drills are frequent and regular. Staff and individuals living at the home know what to do in an emergency.

People benefit from the service's commitment to ensure safe practice. The overall standard of cleanliness and hygiene appears to be good. Substances hazardous to health are stored safely. Files and medications are locked away to ensure confidentiality and safety.

Leadership and Management

The service makes sure staff are fit to work with vulnerable people. Staff files indicate safe recruitment and contain the legally required information, such as employment references, proof of identification and valid Disclosure and Barring Service (DBS) checks. Care staff have relevant qualifications. New staff go through an induction programme, and all staff have on-going mandatory and specialist training. Staff are positive about their training, saying they feel competent and comfortable in their roles. They are a small and consistent team with good communication, and a focus on supporting the people living in the home to have the best outcomes possible. The service provides staff with regular supervision to reflect on their performance, identify support they might require and discuss any issues. The manager has schedules to oversee the training and supervision needs of the staff.

Management is hands-on and has an open door policy, and staff say the management is supportive and they feel valued. We looked at a selection of relevant reports and documentation. Policies and measures for managing complaints, infection control, medication and safeguarding, are in place, and have regular reviews and updates. Robust governance, auditing and quality assurance arrangements ensure the home runs smoothly and delivers good care. Management encourage feedback from people, relatives and staff, and they discuss ideas for improvements and innovations in an informal manner.

These systems help the service to self-evaluate and identify where improvements are required and there is a strong motivation towards quality and improvement. The RI takes an active role, has good oversight of the service and is up to date with regulatory requirements.

The service provides good information to the public. A Statement of Purpose sets out the service's aims and values, and how it delivers support to people. A written guide is available for people and their representatives, containing practical information about the service provided. The service also offers various formal and informal opportunities for people and their representatives to ask questions and give feedback.

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	
------	--

Areas where priority action is required

None	
------	--

Areas where improvement is required

None	
------	--

Date Published 30/06/2021