



Inspection Report on

Elliot's Hill Care Ltd - Elliot's Hill RCH

**Great Elliot's Hill
Crowhill
Haverfordwest
SA62 6HT**

Date Inspection Completed

20 May 2021

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About Elliots Hill Care Ltd - Elliots Hill RCH

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Elliots Hill Care Ltd
Registered places	23
Language of the service	English
Previous Care Inspectorate Wales inspection	20/06/2018
Does this service provide the Welsh Language active offer?	This is a service which is working towards meeting their responsibilities in relation to the Welsh language

Summary

People who have made Elliots Hill their home are cared for by workers who are effectively led by an experienced manager. They are also care for by workers who feel both motivated and appropriately trained.

The home is a large detached property on the outskirts of Haverfordwest. It is in good decorative order and there has been some recent refurbishment to further improve the physical environment.

There are some robust governance arrangements in place to monitor quality within the home and people can be confident equipment and services are regularly checked and are safe.

People and their relatives are wholly satisfied with the care and support offered at Elliots Hill, with care being described as “*great*” and describing care workers as “*incredibly kind*”.

Well-being

People live in a home which is well maintained. There is evidence of a programme of ongoing refurbishment with some of the work having been completed to a high standard. The remaining bathrooms; bedrooms and communal areas are yet to be completed but people and care workers are happy with the work done to date. The home is well ventilated and both light and airy.

The majority of the home is clean and free of odours, but one room was malodorous. We discussed this with a care worker who was aware of it and said the home are looking for some solutions to the issue.

People have personalised their bedrooms in respect of the décor; ornaments and photographs. All of the bedrooms have a wash basin.

There is easy access to the outdoor areas, which are made up of lawn as well as paved areas. One person has their own shed and there are a range of other outdoor buildings and a polytunnel.

The kitchen appears clean and homely. We saw people using the kitchen and one told us they make their own breakfast and used to help with some other meal preparation. The kitchen has been awarded the maximum score of five by the food standards agency.

Care workers know their responsibilities for keeping people safe and protected from harm. They also know the actions they are required to take if they have any concerns about people. They are also confident their managers will take the action necessary to ensure people are safeguarded.

People can be confident they are cared for by workers who have been safely recruited; trained and supervised. We saw a robust training programme was available for care workers and the electronic management system means care workers are informed if training and supervision are due.

People, and their relatives find care workers to be skilled, kind and approachable.

People's physical needs are met with referrals being made to professionals as necessary. Care workers are able to recognise when a person's skin is at risk as well as if they appear unwell or have other changes in their presentation.

People can easily mobilise throughout both the interior and exterior of the home.

People can exercise choice. Some people chose to spend time in their bedroom whilst others preferred company and used the lounge areas. People said they are able to go to bed and get up when they want to and care workers assist them as needed. We saw one person having a late breakfast which demonstrates a level of flexibility and people being able to choose when and what to eat. Care workers demonstrated a good understanding of person centred care and what it means.

Care and Support

People enjoy healthy and nutritious meals. We saw people using the kitchen to prepare their own meals and drinks. Fridges and food cupboards are well stocked and care workers are satisfied with the quality of ingredients they have. Most people are satisfied with the quality of meals, with one person describing it as “*not too bad*” and others described it as “*good*”. We saw breakfast was relaxed with people having their food at a time which suited them. A relative told us one person often comments on how nice the food is.

We were told food is available for people outside of meal times.

We consider people’s dietary needs are met by workers who understand the importance of good nutrition.

There are mechanisms to safeguard people. All of the care workers we spoke to know the action they should take if they suspect a person is at risk or is being abused. They are confident their manager will address any concerns they have and report them to other agencies as necessary. Relatives we spoke with feel reassured knowing the person is safe and their care needs are being met.

There are some things for people to do. One relative told us how care workers spend time with people doing their nails and other crafts. One person told us how they enjoy spending time going for walks and other like taking part in the craft activities. One person has their own shed because they enjoy spending time outside. Some people help in the gardens and polytunnel.

Opportunities for people to take part in activities away from the home have been limited because of the pandemic, but care workers have tried to think of ways to engage people within the home.

We told of the efforts made by care workers to communicate with one person who has some complex communication needs.

Most people describe care workers as kind and patient, but one person did tell us care workers try and rush them. Most people consider care workers have time to spend with them and care workers also feel they have time to spend with people individually to get to know them and to know what is important to them.

We saw a level of friendly interaction between people and those caring for them. We consider people know care workers. One relative described care workers as “*very kind*” and told us how the person loves the staff and how they love the person. Another relative described care workers as both “*jolly*” and “*kind*”.

Care workers told us they do not feel rushed and people’s individual care takes as long as necessary. Relatives told us people always appear well cared for with attention paid to clothing; personal hygiene and appearance and our observations support this.

Environment

People live in a home which is both well maintained and clean. There is evidence of a programme of ongoing refurbishment with some of the work having been completed to a high standard. The remaining bathrooms; bedrooms and communal areas are yet to be completed but people and care workers are happy with the work done to date.

The home is well ventilated and both light and airy.

The majority of the home is clean and free of odours, but one room was malodorous. We discussed this with a care worker who was aware of it and said the home are looking for some solutions to the issue.

All of the people, and their relatives are satisfied with the standard of cleanliness throughout the home.

People have personalised their bedrooms in respect of the décor; ornaments and photographs. All of the bedrooms have a wash basin.

There is easy access to the outdoor areas, which are made up of lawn as well as paved areas. One person has their own shed and there are a range of other outdoor buildings and a polytunnel.

The kitchen appears clean and homely. We saw people using the kitchen and one told us they make their own breakfast and used to help with some other meal preparation. The kitchen has been awarded the maximum score of five by the food standards agency.

People can be confident the services and equipment are regularly checked and in good order. A detailed audit is carried out monthly, which covers a range of areas including the environment and any aids; equipment and services. People can, therefore, be confident they are living in a home which is safe and appropriately maintained.

Leadership and Management

There are some effective governance arrangements in place to monitor quality in the home. Reports completed by the responsible individual (RI) demonstrate the views of people and staff were considered.

Monthly audits are carried out by the manager and these look at a range of areas including people's views; the environment and safety. The audits indicated a high level of compliance.

People can be confident equipment and services are in good order. We saw the hoists and other moving & handling equipment has recently been serviced.

The training matrix indicates most staff have completed training and updates in the last three years. All of the care workers we spoke with said they are up to date with their training and told us they are only asked to carry out any duties for which they feel trained and skilled to do. Training and development opportunities are available for care workers and we saw some have done further qualifications and others have been promoted within the home.

Care workers told us they feel both valued and supported. One care worker told us "*they* (the managers) *always tell us how grateful they are*". One care worker said they work in a "*really good team... like one big happy family*". They get feedback on their work both informally and as part of supervision. Care workers are confident areas of their work they do well are highlighted as well as areas where improvements can be made.

People receive care from workers who are motivated to provide people with care which is centred around their individual needs. One care worker spoke about the values of the service as being "*learning; caring & promoting independence*". Care workers are proud of the work they do and the efforts they make to improve people's lives.

People are supported by care workers who have been safely recruited. We saw the required checks have been carried out and references obtained. Information is stored electronically and staff files are easy to navigate and contain all of the required information.

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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