



Inspection Report on

Honeyhome

Milford Haven

Date Inspection Completed

19/04/2023

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About Honeyhome

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Sharon Davies
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	24 January 2022
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

Honey Home is a service where care workers know people very well. They are able to anticipate and meet people's needs, and they interact in a kind, friendly and caring manner. People lead happy and fulfilling lives and do things that are important to them. They have good relationships with care workers and are encouraged and assisted to make choices. Care records are informative but some would benefit from a review to make sure they are up to date and record people's wishes and intended outcomes.

The experienced and committed management team lead by example, showing kindness and compassion and set out clearly the values for the service in respect of person centred care. Care workers feel valued and supported.

There are some governance arrangements in place, but these need to be strengthened to make sure they fully meet regulatory requirements.

Well-being

People are safe because care workers know what they must do if they think a person is at risk of abuse; neglect or harm. They are confident the manager would take any concerns seriously and take the action needed to safeguard people. Visitors to the service are given access by staff meaning they know who is in the property at all times.

Well-being is enhanced because of the environment. The service is clean; safe and homely. People are able to spend time alone or with others, and the garden room is a pleasant alternative to the house.

People have very good relationships with those who care for them. One person regularly writes cards for the care workers, expressing their fondness for them. Interactions are friendly; light-hearted and supportive. Care workers know people well; they know what and who are important to them and are able to anticipate their needs. Relatives are particularly appreciative of the relationships people have with those caring for them, with one writing in a card *"thank you for looking after X. We don't know what we'd do with out you"*. Relatives we spoke with confirmed their appreciation of the service, with one telling us *"The staff know Y. they go above and beyond"*, and another described the service as *"very flexible"* and added *"they give a bit extra"*.

People can do things they enjoy and care workers are flexible in their approach to make sure care and support is really person centred. Care workers know people well, describing the people living at the service as *"like family"*. The manager seeks ways to enhance people's well-being and an example of this is the planned work to make moving around the property easier for one person and also making plans for people's changing needs.

Care and Support

People's physical health needs are met. Care workers know how to recognise signs of skin damage and those who need it, have the required pressure relieving equipment. Referrals are made to specialists as necessary and routine health checks are carried out. People attend for dental and opticians appointments and some people have input from services including Speech and Language and Physiotherapy to make sure their needs are best met. Attention is paid to people's oral hygiene needs.

Paper care records are maintained. Each person has a daily diary and most entries are informative; detailed and person centred. However, one entry had been made ahead of an activity meaning it was not a true and contemporaneous record. We discussed this with the manager who provided assurances this had been addressed and the importance of accurate record keeping discussed with the team.

One person has a care plan which includes the expected outcomes, and the plan is for each person's care plan to be written in this way.

Care plans are written for a range of care and support needs, including personal care; mobility and daily routine. Some care plans are very specific and give a lot of information to help care workers safely carry out their duties. They also contain information for staff to recognise signs of when people are becoming unwell or distressed and the actions staff should take.

People are supported with their personal care needs. Care workers told us support is never rushed and they have the time to spend with people. Some people enjoy shopping and care workers assist them with choosing their clothing. People appear well groomed and take pride in their appearance. Care workers take care of people's laundry.

There is an understanding of the importance of good nutrition. The recent pandemic resulted in some people putting on some weight and efforts are being made to offer healthier alternatives. Most meals are made using fresh ingredients, but we have asked the provider to consider further reducing any reliance on processed food. Special diets are catered for with care workers understanding the reasons for these and their important role in making sure such diets are prepared correctly. Food is available outside of mealtimes and people are encouraged to make choices about their meals.

People can do things they enjoy. During the first day of the inspection, some people were looking forward to a trip out with a picnic, and on the next day, everyone had gone out to do things they wanted to do. One person told us how they enjoy meeting friends and spending time at a local community group, and some are looking forward to a planned holiday. Staffing levels are arranged around people's choices, and the staff team are flexible to accommodate people's wishes.

Environment

People live in a service that is suitable for their needs. Accommodation is provided over two floors and plans are in place to make the service more easily accessible for people who use a wheelchair to mobilise.

Care workers are responsible for cleaning the service and this is done to a very high standard. All areas of the service are clean and in good decorative order. Workers are satisfied with the cleaning products they have, and also have enough time to carry out their cleaning duties as well as care and support.

There is a communal lounge/dining room for people to spend time with each other. Bedrooms are personalised in people's chosen colours and furnishings. There is enough room in the bedrooms for them to spend time on their own if they choose to do so. Some bathrooms have a tracking system, meaning people's mobility needs can be safely met.

Leadership and Management

There are some governance arrangements in place to monitor quality. A quality assurance report has been written which contains most of the information needed, including the views of staff; training and feedback from people and their relatives. The provider has been reminded of the need to comply with the requirements fully. There is evidence of equipment being appropriately checked so it is safe for use.

Care workers feel valued and supported. One said *"I love it... seeing all the guys happy"*. They feel they have the training they need to safely and effectively carry out their duties. The training records show mandatory training is up to date but some of the additional training may benefit from updates.

Supervision is carried out and care workers consider they get balanced feedback on their work. They feel able to raise any ideas or concerns they have with the manager and are confident of a timely and helpful response.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status
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N/A	No non-compliance of this type was identified at this inspection	N/A
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Date Published 15/05/2023