



Inspection Report on

Hafan

Haverfordwest

Date Inspection Completed

01 September 2022

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About Hafan

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Silver Springs Support Ltd
Registered places	4
Language of the service	Both
Previous Care Inspectorate Wales inspection	19 December 2019
Does this service provide the Welsh Language active offer?	No. The service does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language and cultural needs of people who use, or may use, the service.

Summary

People receive a good service from a team of workers who are motivated and effectively led by managers who know people and the team well.

Workers and managers share the same values about person centred care, with one worker telling us *"it's all about them"* when describing the people they support and their work.

People are supported and encouraged to be as independent as possible and to do things they enjoy and are important to them. Their physical health needs are effectively met.

The service is a safe place for people to live. It is clean, comfortable and well maintained. Some additional work to the gardens would enhance the environment further.

Well-being

People are protected from the risk of harm and abuse. Care workers know their responsibilities to report any safeguarding concerns and they are confident their managers would take the action needed to make sure people are safeguarded. People feel safe living in the home and workers also feel safe working in the service.

People are encouraged and assisted to make choices and do things that are important to them. Activity plans are written but people can change these if they choose. One person is planning a holiday and also spoke enthusiastically about trips they have planned. There is a genuine sense that workers are equally as enthusiastic about the opportunities they have to support people in these activities. Time is spent in differing ways, including doing things in the home such as housework; chatting with staff and others, and having friends over. Away from home, people go boxing; to play cricket; dancing; college; shopping and visiting local places.

Workers are motivated and focussed on those they support. They know people well, and know what are who are important to them. Detailed and up to date care records make sure staff have accurate information to ensure their needs are appropriately met.

Satisfaction levels within the service are high. People living there speak highly of those supporting them, saying they “*work hard*” and are kind to them. Interactions between people living and working in the service show how fond everyone is of each other, with workers saying how well the team works together.

The physical environment contributes to people’s well-being. The home is comfortable; well decorated and well maintained. It could be further enhanced by some maintenance work being done in the gardens.

Care and Support

Care workers are knowledgeable, are highly motivated to support people and to help them live their best lives. One told us *“they (the people living at the service) come first”* when describing their work. A care worker told us *“I have built such a bond with the guys.... It doesn't feel like work”*. A relative considers staff to be both *“compassionate”* and *“intuitive”*.

Workers are able to recognise when people are unwell or need assistance. They have a good knowledge of people as well as what and who is important to them. Care workers also describe having very good relationships with people's families.

People have good relationships with those caring for them. We saw some positive interactions which demonstrate a rapport has been built up. One person told us how hard staff work and another said how well everyone gets on with each other. Care workers are genuinely fond of those they support and describe the service as like their family. A relative corroborated this, saying *“staff seem fond of X, and X is very fond of the staff”*.

Staffing levels are sufficient to ensure people's needs are met. One to one support is always maintained where necessary. People feel there are always enough workers on duty. Care workers also feel they have enough staff to ensure people's support needs are met, as well as for them to carry out their other duties which include keeping the home clean.

People can do things which are important to them. Support plans note people enjoy a range of activities such as swimming; going to the cinema; going to college and cooking. Daily records provide evidence they are able to do these things. One person said they are looking forward to a trip out soon and spoke enthusiastically about recent holidays they had been on and other activities they had done. Care workers were equally enthusiastic about their role in supporting and accompanying the person to do these things, with one worker saying *“seeing Y happy makes me happy”*.

People's health care needs are met. They attend routine dental and opticians appointments. Referrals are made to specialist health professionals as needed. People's weight is monitored and medication is administered in line with the prescriptions. There are care plans for oral care and the safe administration of medication.

There is an understanding of the importance of good nutrition. Meals are cooked using fresh ingredients and there is little reliance on processed food. People choose what to eat and help out with meal preparation. Some people make their own meals, either independently or with some assistance from staff.

Care records are detailed and provide a good picture of the person; their likes; needs and how they want care workers to support them. Daily entries are detailed and contain information about the person's mood; how they spent their time; their support needs and what they ate.

Care workers describe a person-centred approach to support and this is corroborated in the records with care workers detailing the assistance people are given and the choices they make.

Records are said to be helpful and care workers have enough time to read them. They are confident they have the information they need to ensure they are supporting people in accordance with their support plans which are updated every three months or following any changes in people's needs.

Environment

People live in a service which is suitable for their needs. The property is a detached bungalow with accommodation all on one floor. It is in a residential area and close to a large town and other amenities.

Bedrooms are personalised and people told us they have chosen the colours and some other furnishings. All areas of the property are comfortable and in good decorative order. Repairs are carried out promptly. People can move freely throughout the home without any restrictions and the hallways are uncluttered.

The office is located outside the main property but within easy access of it. Confidential staff files are stored securely in the office.

The outside areas of the home would benefit from some maintenance as the gardens are overgrown in places, but this is being addressed and gardeners were on site during the inspection.

Arrangements are in place to minimise risks to health & safety. Records show the gas and fire safety checks are up to date. People feel safe living and working in the service. Visitors are required to sign into a visitor's book and show evidence of following current Public health wales Guidance.

Leadership and Management

There are robust governance arrangements in place to monitor quality. The RI carries out Regulation 73 visits and the reports show a range of areas are considered, including staff training; records; the environment and spending time with people. In addition, a senior manager carries out spot checks. Minutes from these show areas picked up during these quality monitoring visits are discussed at the staff meetings.

People are supported by care workers who are knowledgeable and consider they are appropriately trained. There is no training matrix but certificates show workers have completed training in a range of areas and say they are not asked to do anything they do not feel skilled or competent to do. Workers are able to have / receive additional training if they wish to do so. Relatives consider care workers to be skilled and suitably trained.

Supervision is carried out broadly in line with regulation. One worker told us "*the manager is on the ball*" when describing the supervision process. Care workers get feedback to help them with their development. Care workers are able to raise any ideas or concerns they have and are confident of being listened to and getting a helpful response.

Workers are appointed following a safe recruitment process. Checks are carried out and references obtained. Risk assessments are carried out if necessary and there is a period of induction to make sure the worker has the right values for the service. Staff files are easy to navigate.

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 29/09/2022