



Inspection Report on

Hillside

Pontypridd

Date Inspection Completed

15/12/2023

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About Hillside

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Ucan Care Limited
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	10 th June 2022
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People living at Hillside experience an excellent standard of care and support. People are encouraged to make daily choices in how they live their lives and do the things they enjoy. This includes pursuing their interests and hobbies. Care documentation is devised using a strengths-based approach with people being fully involved in the care planning and review processes. This ensures people have a choice and can voice their opinions on the care and support they receive.

The service has a low staff turnover. This means care workers are familiar with people's needs and can support them well. Care workers feel supported by the manager and have access to training relevant to their roles. The Responsible Individual (RI) visits the service regularly and routinely monitors the quality-of-care people receive.

The environment is relaxed which makes people and visitors feel at ease. A rolling programme of maintenance and repair ensures the environment, it's facilities and equipment are safe to use.

Well-being

The service supports people with their physical and mental health and emotional well-being. People have good access to health care professionals when needed and there are robust medication management systems in place ensuring medication is stored and administered safely. There is a consistent team of care workers who can recognise any physical or mental health issues and respond quickly. People are encouraged to participate in activities of their choosing and maintain relationships with family and friends.

People are treated with dignity and respect by a service provider that listens. People are consulted on the care and support they receive and are fully involved in the care planning process. Care plans and risk assessments are devised using a strengths-based approach to allow people to maintain as much independence as possible. People are asked for their views on the service and if any improvements can be made. Regular resident meetings are held where people can voice and express their opinions. People told us they are happy with the service and are complimentary of care workers and the management.

People feel safe and are protected from harm and abuse. Care workers are recruited via a thorough recruitment process to ensure they are suitable to work with vulnerable people. The manager monitors care workers performance to ensure their skills, knowledge, and fitness to practice remains current. There is a safeguarding policy and care workers have a good level of understanding regarding the process for reporting concerns.

A relaxed, comfortable, clean environment support's people's well-being. People are able to personalise their surroundings in line with their preferences. Communal areas of the home are easily accessible with appropriate furnishings and décor providing a space people can enjoy. The environment, it's facilities and equipment are subject to an on-going programme of maintenance and repair to ensure they remain safe. Good standards of cleanliness and hygiene are maintained by care workers who follow daily cleaning schedules.

Care and Support

Detailed assessments are completed before people move into the home. They consider a wide range of information to ensure people's needs can be met. Following this people's personal plans are devised. We looked at a selection of personal plans and found they are completed to a very high standard. They clearly describe the care and support people require as well as highlighting any risks to people's health and safety. Personal plans also highlight people's strengths and clearly detail things people can do for themselves. This strengths-based approach ensures people receive the right level of care and support according to their need and encourages people to be as independent as they can be. Personal plans are reviewed every three months in consultation with the person to make sure they remain current.

People told us they are very happy at the home, and they have good relationships with care workers. People describe the home as excellent. One person said, *"It's great living here, it's fantastically better than places I've lived before"*. Another person said, *"The staff are brilliant, no complaints, I get on with all of them"*. We saw positive interactions between people and staff on the day of our inspection which supported the positive comments people told us.

People have access to a wide range of activities which are tailored to their needs. We saw a timetable of activities which included activities within the home and in the community. The service has a car which can be used to support people to access the community. There is an activity room containing a pool table, dart board and electrical entertainment systems. As well as structured group activities, people are encouraged to pursue their individual interests and hobbies. We saw one person has music lessons and is learning to play the violin. We saw other people participate in pursuits such as fishing, bike riding, and are supported to attend football matches to follow their favourite team. On a monthly basis people's personal outcomes are reviewed. This review considers people's interests and sets realistic goals which the service supports people to achieve.

People are supported with their health needs. Medication management systems are safe. Medication is securely stored and can only be accessed by authorised personnel. Care workers receive medication training and there is a medication policy which is aligned with best practice guidance. We saw documented evidence people are supported to attend routine medical appointments. Most care workers have worked at the service for a considerable amount of time, they know the people they support well and are able to recognise changes in their presentation and report to the relevant professional for support and advice.

Environment

Hillside is situated in the town of Pontypridd and provides good access to community facilities. People receive care and support in a suitable environment. The home is spacious, safe, secure, and clean. There are a number of communal areas which are suitably furnished and decorated. Toilets and bathroom facilities are clean and well maintained. People's bedrooms are well decorated and personalised to reflect the occupant's personal tastes with items such as ornaments, soft furnishings, and entertainment systems. People have access to the kitchen facilities 24 hours per day and have designated space to store their food. People are supported to prepare their own food by care workers who receive food hygiene training. Standards of cleanliness and hygiene throughout the home are maintained to a high standard. Care workers follow a daily cleaning schedule to ensure the home is kept clean and tidy. The home has a large garden area with seating available. People can access this space to relax or participate in activities.

People are safe from unauthorised access. All visitors must record their visits in the visitor's book when entering and leaving. People's confidential information such as care documentation is securely stored and is only available to care workers and other professionals who are authorised to view them.

Routine maintenance and servicing ensures the environment, its facilities and equipment are safe. We examined environmental safety records and found all the relevant safety certification is in place. This includes safety certification for utilities such as gas and electricity and fire safety features including the alarm system and firefighting equipment.

Leadership and Management

The service has effective arrangements in place to monitor, review and improve the quality of care and support provided. People are regularly consulted regarding the service they receive. This is done via satisfaction surveys where people are encouraged to comment on their experiences within the home. We looked at the results of the latest satisfaction surveys and found people gave positive feedback about the care and support provided. There are good lines of communication between the manager and the RI. This helps the RI to maintain effective oversight of service provision. The RI also visits the service regularly and speaks to people to gather their thoughts on the service they receive. Every six months the service completes a formal review of the quality of care provided. We looked at the latest quality of care report and found it clearly highlights the services strengths as well as identifying areas where it can develop further.

Care workers are recruited safely and are trained to meet the needs of the people they support. We sampled a selection of personnel files and found all the necessary pre-employment checks are completed before new employees commence employment. These checks include employment history checks, Disclosure and Barring Service (DBS) checks and references from previous employers. Care workers undertake a structured induction on commencement of employment where they shadow experienced members of the team and complete core and specialist training. Following this an ongoing programme of training and development is provided to ensure care workers are equipped with the skills and knowledge needed to provide high quality care and support. We looked at training records and found care workers are up to date with their training requirements.

Care workers feel supported in their roles and enjoy working at the service. Every three months care workers meet with the manager for formal support. This gives care workers the opportunity to discuss their workload and any concerns they may have. In addition to this an annual appraisal is held where care workers reflect on their performance and discuss development opportunities. Care workers we spoke to said team morale was very good and they used words like, “*very good*”, “*approachable*” and “*understanding*” to describe the manager.

There is written information available which helps to underpin safe practice. We looked at a cross section of the services policies and procedures including, safeguarding, medication, and infection control. We saw information recorded is aligned with current best practice and statutory guidance. Policies and procedures are routinely reviewed and updated when necessary. Other written information we viewed included the services Statement of Purpose and Service User Guide. Both these documents are also reviewed regularly and are reflective of services provided.

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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