



## Inspection Report on

**Heol Don Care Home**

**Heol Don Care Home  
Heol Don  
Cardiff  
CF14 2AU**

## **Date Inspection Completed**

04/07/2023

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## About Heol Don Care Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Bupa Care Homes (ANS) Limited
Registered places	78
Language of the service	English
Previous Care Inspectorate Wales inspection	09 December 2020
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

People are very happy with the care they receive and have positive relationships with the care staff who support them. Care documentation is thorough and clearly details how care should be provided. Care staffing levels are good and ensure care is provided without delay. Care staff have an excellent understanding of people's needs and provide care with kindness and respect. People have an extensive choice of activities available to them and there is a dedicated team to ensure people's social needs are met. Care staff are highly trained and have the skills to support people as individuals. Care staff enjoy working at Heol Don and feel well supported and valued. The provider offers a wide range of benefits to the staff working at the service. The Responsible Individual (RI) visits the service regularly and has excellent oversight of the service. There are rigorous quality assurance monitoring systems in place and people have opportunity to express their views regarding the service they receive. People live in a high-quality environment that offers luxury facilities and en-suite bedrooms. The building is well maintained and safety testing of equipment takes place regularly.

## Well-being

People have autonomy over their lives. Heol Don offers an extensive range of activities within the service and in the community. Visitors to the home are welcomed and the environment enables people to spend time privately with their loved ones. People have choice in regard to food and can choose to dine alone in their rooms or in the dining room with others. People have their own en-suite bedroom which offer personal space and privacy. There is a robust complaints policy in place and people's views are sought as part of strong quality assurance processes. People are given detailed information about the service they can expect to receive and have opportunity to attend regular resident meetings.

People are treated with dignity and respect. Care staff are highly trained and have the skills required to undertake their roles. Care staff have built very good relationships with the people they care for and understand their needs. People receive care without delay as the provider has closely considered busy times such as mealtimes and ensures additional staff are available during these times. Care staff interact positively with people and provide care with patience and kindness. Care documentation contains excellent information that clearly guides staff on how to care for people. Personal plans are reviewed regularly to ensure they remain current. People are happy with the care they receive and one person told us "*I enjoy the activities and I will never be lonely*". Care staff are happy working at the service and feel well supported and rewarded for their hard work. All staff receive supervision in line with regulatory requirements.

People are protected from abuse and harm. Heol Don has a robust safeguarding policy in place and all staff receive training in the safeguarding of adults at risk of abuse. Referrals are made to the Local Authority safeguarding team when required and Care Inspectorate Wales are notified of incidents as set out within the regulations. People live in a safe environment where safety checks of the building and equipment are completed regularly and hazards are reduced. There is a fire risk assessment in place and all staff receive training in fire safety. Care staff recruitment is safe as pre-employment checks are completed and there is a system in place to renew Disclosure and Barring Service (DBS) certificates when required.

## Care and Support

People get the right care at the right time. Care staff levels at Heol Don are very good and ensure that people do not wait for the support they need. Care staff have a good understanding of the needs of the people they care for and are able to anticipate the needs of those who cannot do this themselves. Care staff show genuine kindness and care to people and have the skills needed to support people correctly. A visiting health professional told us "*I have complete confidence in the nursing staff and the care staff, staff know their roles and responsibilities*". Personal plans of care are thorough and clearly outline people's needs and how they should be met. There are risk assessments and other documentation in place to support personal plans when required. Care files are digital and ensure that care staff record what care has been given at the time it is given. This information can be accessed by people's families to provide them with assurances their loved one is being cared for correctly. Personal plans are reviewed on a monthly basis or sooner to ensure they are always accurate. These documents are important as they guide staff on how to care for people correctly.

People are supported to have choice and control over their lives. Care documentation details people's personal history and includes their likes, dislikes and preferences as to how care is provided. People are enabled to have personal daily routines and spend time doing the things that matter to them. Heol Don employs a dedicated activity team who arrange a full activity programme over seven days and includes daytime and evening activities. People are given a weekly activity rota which includes a range of activities such as Welsh and French lessons, quiz, external singers and visiting animals. Heol Don has also invested in a minibus to take people into the community. We were told that all marked occasions are celebrated at the service and during inspection we saw pride flags hanging in the home celebrating pride week. Food menus are devised by Bupa's nutritional team in consultation with the home chef to ensure people have choice of their preferred nutritious meals. Food menus are displayed and people choose their meals at the time it is served. This is good practice when supporting people with memory loss. Pureed food is piped in a way that resembles the meal to make it look more appetising and encourage intake.

## Environment

People live in a suitable environment that enhances their quality of life. Heol Don is a luxury care home located in a suburb of Cardiff. It benefits from local amenities and good transport links. The home is purpose built and broken into four separate units over two floors. There is plenty of communal space throughout the service including spacious lounges and dining areas that have facilities to serve meals, snacks and drinks. There is also a private dining room that people are able to use to dine with family and friends if booked in advance. There is a large garden that is well maintained and contains furniture for people to spend time outdoors comfortably and a small play park for visiting children. Heol Don benefits from a hair salon, a cinema room, a library and smaller private lounges dotted around the home. There are sufficient bathrooms and toilets throughout the home which are all clean, in good working order and have equipment to maintain people's safety. The home is decorated to a very high standard throughout and we were told that there was consultation with the Alzheimer's society regarding the decoration of the dementia care units to ensure the décor is dementia friendly. All bedrooms are single occupancy and have en-suite facilities. Ground floor rooms have doors that open onto private verandas. People are encouraged to bring personal items with them and to make their bedrooms as homely as possible.

People can be assured they live in a safe environment. On arrival to the home our identification was checked and we were asked to sign the visitor book before we were permitted entry. We completed a tour of the building and found it warm, welcoming and clean throughout. We did not detect any malodour within the home. Hazards have been reduced as far as possible with harmful chemicals locked away safely and window restrictors in place. There are passenger lifts for people to move between floors safely. The building is well maintained and safety testing of the building takes place in line with legal requirements. Serviceable equipment such as hoists are tested regularly to ensure they are safe and fit for use. There is a fire risk assessment in place and people living at the service have a Personal emergency Evacuation Plan (PEEP) in place. PEEPs are important as they guide staff on how to support people in the event of an emergency.

## Leadership and Management

People benefit from the leadership and management in place. The RI visits Heol Don on a monthly basis and has excellent oversight of the service. Robust quality assurance monitoring takes place regularly and includes detailed analysis of information such as accidents, incidents and complaints to the service. Resident and staff meetings take place quarterly and the views of people using the service and staff working at the service are sought regularly. Quality assurance monitoring indicates that the provider is committed to providing a quality service and making improvements when required. There are detailed policies and procedures in place for the running of the service which are reviewed regularly and updated when required. Referrals are made to the Local Authority safeguarding team, when necessary, then stored centrally with outcomes. This is good practice as it enables the provider to monitor safeguarding referrals for themes, trends and patterns of abuse. People have access to detailed information about the service they can expect to receive which includes information on how people can complain if they are not happy with the service they receive.

People are supported by staff who are highly trained and safely recruited. We examined a selection of care staff personnel files and found that they contain all required information. We saw evidence that pre-employment checks including references and DBS checks are completed prior to employment commencing. These checks are important as they determine a person's suitability to work with vulnerable people. Care staff receive a high level of training that equips them well to undertake their roles. All new staff receive a thorough induction to the service which includes a probationary period to ensure they are competent to work at the home. Care staff told us that they are happy working at Heol Don and feel supported. One staff member told us "*They (Bupa) are a really good company to work for and they have very high standards*". Another staff member said, "*I love my job and really enjoy working here*". All staff receive supervision in line with regulatory requirements. Supervision is important as it is an opportunity for staff to discuss practice issues or needs in a formal setting that is recorded. Care staff working at Heol Don have access to many staff benefits including private healthcare, paid workforce regulator fees and employee of the month awards. Care staff told us that these benefits make them feel valued working at the service.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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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