



Inspection Report on

Hollybank Care Home Ltd

**121 Saxon Street
Wrexham
LL13 7BB**

Date Inspection Completed

5 April 2023

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About Hollybank Care Home Ltd

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	HOLLYBANK CARE HOME LTD
Registered places	21
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection of the service since it was re-registered under the Registration and Inspection of Social Care (Wales) Act 2016.
Does this service provide the Welsh Language active offer?	This is a service that does not provide an 'Active Offer' of the Welsh language.

Summary

People who live in Hollybank are happy with the care they receive. They have lots to occupy them with a range of activities provided including going out for day trips. The manager gains information about people's needs and preferences from a range of sources so that care delivery can be designed in a way that reflects people's choices. Most care staff have worked at the home for years and are well informed about people's needs; they are trained to ensure they can provide the right support effectively. The manager seeks the views of people living in the home and of their families to be sure they are happy with the care and identify any improvements that can be made. The provider of the service has good overview and is aware of what the service does well, and what it can do better.

People are happy with the home and describe it as '*homely*' with staff who are '*friendly*' and '*like family*'. The home is clean and tidy; the décor and furnishings are fresh and in keeping with peoples own preferences.

Well-being

People have choice and control regarding the care and support they receive at the home. People, their relatives and any professionals involved, are consulted so that specific needs and preferences are captured accurately. People can choose to sit in any one of the three communal rooms, including a conservatory. They choose when they want to get up and go to bed. The service has invested in its provision of activities with a specific member of staff designated for the role of activities organiser employed four days a week. There are numerous activities to choose from whether that be jigsaws, reading, art and crafts, or listening to music including an entertainer hired to visit and sing. Records of views solicited from people using the service show they are asked their preferences on activities, and on food choices. People choose what they want to eat, and they told us they enjoy the food.

People's physical, mental, and emotional well-being is looked after by care staff who seek professional advice promptly as it is required. People and their families are happy their health needs are quickly met; family praise the manager for letting them know so quickly when there are any changes in a person's health. People's care and support needs are reviewed frequently so that any changes are quickly identified.

People are protected against poor practices, abuse and neglect as staff are trained in the subject of safeguarding and there are policies in place to guide them. The manager or officer in charge is always available so staff can raise concerns quickly and we saw such matters are dealt with appropriately. The service has arrangements in place to ensure any decisions that restrict a person's liberty are made only in their best interest and with full consideration of the family and local safeguarding authority.

People regard the accommodation as '*home from home*'. It is clean and tidy, warm, and welcoming and regular maintenance means it is well maintained. Each bedroom is individually decorated and furnished with soft furnishing specifically chosen by the person in their favourite colour. The manager conducts environment audits to check for any repairs and renewals needed and there is an established system in place for staff to raise any need for repairs and replacements as soon as they are identified. Most bedrooms have en-suite facilities and there are bath and shower rooms specifically designed for people to access easily and safely. There are sufficient lounges to ensure people have a choice about where they want to sit. Grab rails and personal mobility aids help people get around independently if they are able and a lift allows them to move between floors. Checks and measures are in place to ensure the home is safe.

Care and Support

The service provider considers a wide range of views and information to ensure the service can meet the person's needs. We saw assessments include the views of people, their family and professionals who know them. They give a full picture of a person's needs and preferences and provide clear instruction for care staff.

We saw plans are kept accurate as they are reviewed every three months or sooner if changes occur. A deterioration in one person's mobility and a change in their dietary needs had all been identified in a care plan review, and new instructions regarding care delivery written for care staff. Families told us they are kept informed of any changes or concerns. They feel they are involved in the person's care and are listened to.

Care plans consider the needs and preferences of people requiring care and support. A personal history and background assessment outlines information provided by family and people themselves about their personal preferences, hobbies and interests, favourite foods, what they enjoyed doing in the past. We saw one person's plan identified their favourite meal is a roast dinner. A common preference, the cook prepares this for everyone twice a week. Some people follow Wrexham football team and had recently visited the Wrexham Museum in the home's minibus. One person enjoys jigsaws and was concentrating on this during the visit, care staff reminding them how skilled they are at doing these puzzles. An entertainer came to sing for people in the home on the day of our visit. People joined in, singing along, and swaying in their chairs to the music.

People are supported to access healthcare and other services to maintain their ongoing health and wellbeing. Relatives told us they are pleased with how quickly issues are brought to their attention and health advice is sought when needed. Records show referrals are made for advice and guidance from occupational therapy, district nurses, dieticians, opticians, and their GP. Health is monitored and all staff are kept informed. Care staff are trained in safeguarding, dementia, and mental health needs. We saw staff act with kindness and skill, engaging positively with people who momentarily appeared anxious or uncertain. Nutritious meals are prepared, and we saw menus to evidence plenty of choice, fresh vegetables, and fruit, meat, and fish.

One relative told us how their GP had recommended the home for its sense of family and homeliness. Other relatives told us that is what attracted them too. They say the home is homely and *"staff are like extended family, they can't do enough"*.

Environment

Providers ensure the people's care is provided in a location and environment that promotes the achievement of personal outcomes. The service is located close to Wrexham town and we saw people visit local facilities in the home's minibus. Records show people have opportunities to go out and they told us how much they enjoy this. The home is described by people and their families as 'homely' and it is clear people have chosen their décor. Each bedroom is different, with soft furnishings the person has chosen, in their favourite colours. Each room is personalised with photographs, mementos, and things that matter to the person. There are grab rails around the walls to help people mobilise safely; a lift ensures people can move between floors; assisted baths and large wet rooms provide ample room for safe, personal care.

People can enjoy sitting in the secure garden which is all on one level to prevent trip hazards. Here the staff hold barbecues in the warmer weather. We saw a large shelving unit offering a range of books and reading materials, and games and puzzles for those who want to entertain themselves. An internet connected television provides the opportunity to watch films or listen to music concerts on demand.

The home is very clean and tidy throughout providing a very comfortable, homely place to stay. Visitors to the home were keen to express how they always find the home to be '*immaculate*'. The kitchen was recently awarded a 5 for hygiene, which is the best it can be.

Risks to health and safety are identified and mitigated to protect people's wellbeing. Records evidence rooms are regularly audited to ensure they are kept well maintained. A record is kept of any identified areas for repair and replacements and the maintenance person checks these off on completion. Records show temperature checks are completed of fridges, freezers, and cooked food. Safety checks are carried out on electricity installations, gas safety, water temperatures and safety, fire safety equipment, and all are up to date. A range of risk assessments on each person's file helps ensure they are kept safe while they live in the home.

Leadership and Management

The service provider has established governance arrangements in place to ensure the service runs smoothly and effectively. We saw records the responsible individual (RI) elected by the company to oversee the service, visits the home at least every three months. they complete a small summary of what is looked at each time. Every six months the RI completes a quality-of-care review and reports on their findings of what is working well, what the evidence is for this, and what could be improved. People's views are solicited through questionnaires and one to one meetings between each resident and the activities co-ordinator. Audits of the service operation are conducted, for example the medication management and the continued maintenance of the building. This helps to ensure consistency of good practice.

There are enough staff employed to meet the needs of people living in the home and they are all trained to help ensure they provide effective care and support. We spoke with staff who told us they all work together as a team and are not restricted to the tasks determined by their main role. For example, we saw domestic staff providing care and support to people, chatting with them and offering reassurance when needed. Records show staff are trained in all manner of subjects relevant to the needs of people in the home. Staff are guided by a range of relevant policies and procedures which they all must familiarise themselves with. Care staff meet with the management at least every three months on a one-to-one basis, to reflect on practice and their contributions. This also provides a safe opportunity to raise any concerns. There are safe recruitment processes in place as records show all staff are properly vetted prior to employment.

We spoke to staff who said they feel well trained and supported. They feel valued and one staff told us; *'They (the management) always say thank you to me at the end of my shift'*. Several of the staff have worked in the home for many years, one as much as 18 years, and this is testament to the effective management approach in the home.

The service is led by someone who invests in the home. It is evident money has been spent on refurbishment and redecoration, especially in bedrooms. The provider has invested in activities ensuring opportunities for stimulation are always available, including wheelchair accessible transport for day trips.

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

Date Published 03/05/2023