



Inspection Report on

Highfield Care Home

**Summerhill Road Stansty
Wrexham
LL11 4YE**

Date Inspection Completed

15 March 2022

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About Highfield Care Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Pendine Park Care Organisation Ltd
Registered places	112
Language of the service	English
Previous Care Inspectorate Wales inspection	23 June 2021
Does this service provide the Welsh Language active offer?	Working Towards. The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

This was a focussed inspection of Highfield Care Home. Highfield is divided into two units/homes called Highfield and Cae Bryn. Both provide nursing care, and Cae Bryn mainly supports people with dementia. The homes are purpose built and are clean and inviting.

Personal plans detail how people like their individual needs to be met and are regularly reviewed. People we spoke with were happy with the care and support they receive. People are supported to take part in activities either in groups or on a one to one basis. They are supported to enjoy nutritious meals.

The service have made great efforts to recruit new staff at a time where this is difficult in the care sector. There is training in place to support staff development and help them carry out their work safely and effectively.

Well-being

People are supported to have control over their day to day life. Personal plans detail their individual needs and preferences. People can choose where they spend their time and what time they get up and go to bed. People we spoke with told us they feel listened to and that they would voice any concerns they had to staff.

People's physical and mental health are promoted. People enjoy a varied menu, and individual preferences are acknowledged. There are activities which people can choose to join in with. Ways of improving the environment are continually being identified and acted upon. Living in a well maintained environment contributes to people's well-being.

People's risk of harm or abuse is well managed. Staff receive regular training and updates on safeguarding. Staff understand their responsibilities to report any concerns. There are good systems in place to manage infection control in line with current national guidance.

People have, and are supported to maintain, good relationships with others. During the Covid 19 pandemic, people have been supported via a range of means to keep in contact with those who are important to them.

Care and Support

The service considers a range of views and information to confirm it can meet people's needs and outcomes. A thorough pre assessment is carried out before a decision is made about whether the service can meet a person's needs. Where possible the view of the person and their representatives are sought.

Comprehensive care documentation helps staff to have a good understanding of how people like to be supported. Personal plans reflect people's individual needs and are reviewed regularly. Risk assessments help to mitigate any risks. Most staff are warm and kind in manner to the people they are supporting, and humour is used when appropriate.

People are well supported to maintain their physical and mental health. People have a good range of food to choose from, and we saw people enjoying their food. People's food preferences are identified and shared with relevant staff. People receive support with food and fluid intake, as needed. People are free to engage with activities if they choose, although this has been reduced due to Covid 19 restrictions being followed. People are supported in a timely manner to see a wide range of healthcare professionals, from GP's to psychiatrists and dieticians. Staff are trained to support people with medication and have their competency checked.

People's safety is well maintained. The service has strong systems in place to ensure people are safeguarded from abuse, through regular training and easily accessible policies. Infection control systems are good, and there is a wide range of measures in use to ensure people are safe from Covid 19. This includes testing visitors to the home, designated handwashing stations at the entrance, and good use of personal protective equipment (PPE) by staff and visitors. Cleaning was observed during the inspection and cleaning schedules are in place. The frequency of cleaning high touch areas remains high due to the ongoing risk of Covid 19 within the home.

Environment

As this was a focused inspection, we have not considered this theme in full.

Overall the homes are bright and well cared for. There is an effective housekeeping team who ensure cleaning schedules are followed, the homes are clean and current infection control guidance is followed to minimise the risk of Covid 19.

We saw that the first floor of Cae Bryn is in need of decoration to provide a more uplifting experience for the people who live there. They would benefit from a lounge on that floor to reduce the need to move between floors.

Leadership and Management

As this was a focused inspection, we have not considered this theme in full.

People are supported by a service that works hard to provide appropriate numbers of staff who have the knowledge, competency and skills to provide the levels of care and support required for people to achieve their personal outcomes. The training matrix shows that staff have a wide range of training, both before they commence their role and ongoing throughout their employment. Improvements to how the nursing team are supported to develop have also been made. There are training coordinators based in the service who observe practice and offer ongoing support to care staff. There have been staff shortages on some occasions, mainly due to staff being off with Covid 19 and every effort was made to cover shifts. The management team have made great efforts to recruit additional staff. Staff we spoke with feel confident that this will support them in the near future.

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

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