



Inspection Report on

Heddfan residential Home

Merthyr Tydfil

Date Inspection Completed

20/01/2023

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About Heddfan residential Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Marilyn Murray
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	4 June 2021
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

Heddfan provide person-centred care and support, encouraging and facilitating people to pursue work and leisure interests of their choosing. The service is family-run, with a small staff team and a small group of people living there, who all seems to have warm, close relationships with each other. People work with care staff to identify personal goals in regular reviews of their care and support. Personal plans need to reflect the updates detailed in the reviews. The Responsible Individual (RI) and manager both live nearby, are very hands on and happy to share positive experiences such as spending time with their horses and pets. The environment is clean and homely. Staff are safely recruited, vetted and supported in their roles. Quality assurance processes are in place, although formally recorded feedback from people and care staff would make the analysis of the strengths and weaknesses of the service more robust.

Well-being

Heddfan supports people to have control over their day to day lives and do things they like, and that matter to them. People are treated with warmth, dignity and respect. People can ask questions and raise issues, and these are listened and responded to. Important relationships are maintained, both by family and friends visiting the service and care staff facilitating people to have time away visiting their family as they wish. People have activity timetables, which have replaced the decommissioned day services they used to attend. Activities are varied and decided in the most part by each individual. Work and voluntary opportunities are also pursued by those who want to do so. Care staff feedback showed how important it is to the staff and manager in the home that people are engaged and happy with what they do with their time.

People are supported to be as healthy as they can be by getting the right care at the right time. Care staff are very familiar with people living at Heddfan and can recognise any changes in their usual presentation. The manager and care staff liaise with external health professionals for advice, and support people to attend health appointments whenever needed. Only a small amount of medication is administered at the home, but we saw this to be stored and administered safely and records kept appropriately.

People live in an environment which supports their wellbeing. The home appeared clean, well maintained and had homely décor. People's bedrooms are personalised and photos of them are displayed around the house. People appeared relaxed and comfortable in their home.

There are systems in place to help protect people from harm or abuse. Care staff receive safeguarding training and there is a safeguarding and whistleblowing policy in place to offer additional guidance if needed. Care staff are vetted as part of the recruitment checks to ensure they are safe to work. Risks to individuals are identified and recorded as part of the care planning process.

Care and Support

People are supported to develop and maintain their independence whilst feeling part of a close unit. Everyone currently living at Heddfan has done so for over 20 years. Care staff support people to complete as much of their own personal care, cleaning and laundry as they are able to, and encourage them to help with other tasks such as gardening. People and their relatives give positive feedback about the home, such as: *“I love it here, it’s great here”*, and *“[family member] is spoilt by you all, he’s happy thanks to the great care he gets”*

Care staff have up to date knowledge of people’s needs and personal outcomes. People’s initial assessments are from many years ago, however recent local authority reviews and updated care plans are kept on file. Personal plans contain tailored information about the individual, and people set their own targets and outcomes as part of their detailed quarterly reviews. We discussed how the manager could change the process of reviewing slightly to ensure that the personal plans contain the same information as the review documents. A daily diary enables staff to record people’s mood, activities and behaviour each day, and a health book ensures any samples, tests or appointments are kept. There is only a small staff team, who handover information from one shift to the next. We saw assessments and guidance given by health professionals such as Speech and Language Therapist, and the manager and care staff were able to describe how they follow the guidance given.

Care staff support people to eat as varied and as balanced a diet as they can. Care staff fortify food where this is needed, but this could be noted in more detail in the care plan. People can request their preferred food in the house shopping and are supported to buy additional snacks or drinks as they wish. The service organises themed activities and celebrations, which include either going out for meals, or making group meals in the house.

There are infection control measures in place to help keep people safe from the transmission of COVID-19 and other potential sources of infection. Staff have access to a supply of appropriate personal protective equipment (PPE). There is an infection control policy in place. Care staff clean throughout the home daily.

Environment

People's wellbeing is enhanced by living in an environment that is clean, safe, and suitable for their needs. The house is at the end of a quiet road, with the RI and the manager living either side. The home is secure from unauthorised visitors and the staff member that greeted us at the property checked our identification. Bedrooms are of a good size, personalised to people's wishes and contain lots of belongings. Care staff support people to clean their bedrooms and en suite bathrooms themselves. Fridge and freezer temperatures are checked, food is labelled, and food hygiene guidelines followed in the kitchen. There is an outside space that is used in the summer, and the manager advised that they would be replacing the patio this year.

The home environment poses no risk to people's health and safety. We saw evidence of servicing and maintenance checks of all utilities and equipment used in the home. Fire drills and alarm checks are completed regularly. Window restrictors are in place in the top floor of the home. The home entrance is accessible. There are only stairs to the top floor of the property, but everyone living there at present is independently mobile and so this does not pose a problem.

Leadership and Management

People are supported by a small, stable team of staff, most of whom have worked at the service for many years. Staff personnel files we looked at, including one more recently recruited staff member, contained all the required information. Disclosure and Barring (DBS) checks were also completed within the required timeframes to ensure staff were safe and fit to work.

Care staff are trained and supported in their roles. As the staff team is small, the manager is able to oversee training and ensure that refreshers are undertaken when due. One care staff member told us: *“Yes [the manager] takes care of all that for us. We do some online training too and can ask for extra things if we think we need them”*. Supervisions are held approximately every three months. Care staff complete a reflective account of anything that has happened since the last supervision, and then this is discussed with the manager to identify any actions that may be required. Staffing levels are determined by the activities that are planned for that day. As the staff team is long standing and stable, they are able to cover shifts between them as needed.

Quality assurance processes are in place to support the smooth running of the service and to identify ongoing improvements. The RI lives nearby and completes quarterly monitoring visits as required. These acknowledge consultation with people living at the service and staff members but could detail specific feedback for more robust information gathering. Quality of care reports are compiled biannually and highlights what is working well, but also sets out any action required for the service to continue to meet its outcomes. We sampled some policies and procedures in place at the service, and all had been reviewed, and updated as necessary, since the last inspection. There is currently no one living at Heddfan that requires a Welsh language service.

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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