



Inspection Report on

The Manor House St.Hilary

**The Manor House St. Hilary Ltd
The Manor House
Cowbridge
CF71 7DP**

Date Inspection Completed

06/06/2023

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About The Manor House St.Hilary

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	The Manor House St.Hilary Ltd
Registered places	30
Language of the service	English
Previous Care Inspectorate Wales inspection	18 and 26 February 2020 Click or tap here to enter text.
Does this service provide the Welsh Language active offer?	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

The Manor House can accommodate up to 30 residents with nursing and personal care needs. This inspection was unannounced. There is a manager in place who is registered with Social Care Wales, the workforce regulator, in accordance with legal requirement. Susan Evans is the responsible individual (RI) for the service.

People receive exceptional care and robust support from a friendly, stable, and experienced staff team. There are ample staff to provide care and assistance with arrangements in place to cover any staffing shortfalls. People live in an extremely decorous environment which is suitable for their needs. Activities and support in accordance with people's interests and wishes are carried out and promoted and respected by staff.

The management team and RI are visible and engaged in the day-to-day running of the service. Systems are in place to promote and sustain the quality of care and support provided. Care documentation accurately reflects the care and health needs of people living at the home in a person-centred way.

The home environment is secure. People are actively consulted about the care and support they receive. Infection prevention and control processes are in place to reduce the risk of infectious diseases being spread throughout the home.

Well-being

Outcomes for people who use the service are consistently achieved and of a very high quality. People are supported to achieve and exceed their personal outcomes. People told us they are very happy at The Manor and enjoy positive relationships with staff. Comments included *“staff are amazing to us here”* and *“the food is excellent, we are very blessed, staff are so kind and helpful”*. Care staff are happy and extremely enthusiastic about working at the service. Comments included *“I love my job here, we are supported really well by the managers here”* and *“we are a good team, we all work well together.”*

Whenever possible, people are supported to have control over their day-to-day life. People mostly follow their own routines each day with support and encouragement from the staff team. The care staff we spoke with were familiar with people’s individual preferences and these are recorded in the care documentation. People told us their views and opinions are listened to and they can raise any concerns with the staff team or management.

Measures are in place to promote best practice throughout the home. Management have good oversight of incidents, accidents, complaints and safeguarding matters. A statement of purpose is present which reflects the service.

People are safe and receive appropriate person-centred care and support. Their wishes and aspirations are considered, and care staff demonstrate a friendly, helpful approach. Care documentation supports the delivery of care and support. People are encouraged to have visitors to the home and supported to stay in touch with important contacts. Visitors told us they are always made to feel very welcome and offered lunch at mealtimes with their relatives/friends.

People are safeguarded and protected from harm. Care staff are trained in safeguarding and have policies and procedures to guide them. Safe recruitment checks are undertaken to ensure care staff are suitable to work with vulnerable people. Staff training is up to date and additional training offered by the RI for all staff to attend. The service makes safeguarding referrals when required and notifies CIW of notifiable events in a timely manner. Feedback about the service describes it as unanimously ‘outstanding’ from people living in and visiting the home.

Care and Support

People have timely access to health and other services to maintain their ongoing health and well-being. Information within people's care files evidence referrals and contact with various health and social care services. We saw these referrals were made in a timely manner and whenever people's needs changed. Personal plans include details of people's personal preferences, we found these preferences are valued and respected by staff and management. Care and support are designed through involvement with people and tailored to achieve personal outcomes.

Systems are in place to protect people who use the service. We saw people's body language and expressions indicated they felt safe and secure around the care staff who support them. People told us they felt safe and secure living at the service. Comments from people using the service included "*The home is wonderful, the food is excellent, we are extremely well cared for*" (resident) and "*Staff are amazing here, we are asked to have lunch with our relative/s if we want to, it really is fabulous, it's faultless*". (relative) During the visit we observed lots of families, visitors and laughter around the home providing a homely, environment and people feel a sense of belonging. Systems are in place to ensure people remain safe whilst promoting their independence. A safeguarding policy is available which informs staff of their roles and responsibilities in relation to protecting adults at risk from harm, abuse and neglect. Records we saw evidence staff have received up to date safeguarding training.

Care staff interact with residents in a friendly and extremely respectful manner. People's choices are promoted, for example regarding meal, drinks and various snack options. We observed the meals provided and the dining experience to be outstanding. We spoke with the chef on duty who told us they always cater for everyone's likes and preferences. We saw special effort goes into presentation at each mealtime, including fresh flowers in dining areas and on trays if people preferred to dine in individual rooms. The chef told us they can cater for any meal that a resident may request and, when a meal is returned uneaten, an alternative is always sought and encouraged. Fresh meats, fish and vegetables are delivered most days and local produce. Care staff show excellent knowledge of people's wishes, needs and how to respond to them. The home has achieved a score of five (very good) food hygiene rating.

The service has systems in place for medication management. People receive their medication as prescribed. We looked at the medication administration records (MARs) and saw they are appropriately completed. Fridge and room temperatures are recorded daily by staff and we saw the medication room to be clean and well organised. The service promotes hygienic practices and manages risk of infection and we saw staff wearing appropriate personal protective equipment when required.

Environment

People have a sense of belonging. The home offers a wide choice of small communal areas for people to sit and enjoy time with others or spend quiet time. Bedrooms are personalised with items of people's choice and personal belongings. There is a large dining area and beautiful garden areas which give the home a pleasant feel. We saw people enjoying spending time in these areas during the warmer weather. There is good access and egress for people living at the home with mobility needs. The entrance to the home is secure.

People are cared for in an extremely clean and homely environment. People are protected from environmental health and safety risks. The home offers superior accommodation for the residents living at the home at this time and management has shown a commitment to developing and improving it for their benefit. People can be confident that there are effective arrangements at the home that will protect public safety and minimise cross infection. There is oversight to ensure staff follow the correct infection guidance. We found call bell checks are carried out and call bells available throughout all areas of the home.

There are effective measures in place to ensure the environment promotes achievement of personal outcomes for people. People told us about the choir which has been set up at the home which almost every resident has chosen to attend. The home has a grand piano in the large lounge area, and a pianist visits regularly which people enjoy, or some people prefer to spend time in the quieter areas of the home. The provider and staff excel in knowledge and understanding of people's interests and pastimes ensuring people spend time doing what they enjoy and doing what is important to them.

We considered various records relating to health and safety, which evidenced the provider maintained effective oversight to ensure the environment was safe. All confidential files including care and staff files were stored securely in lockable areas. Various fire-related safety checks are carried out and residents have personal emergency evacuation plans in place. There is a fire safety risk assessment and care staff receive training in fire safety and first aid.

The home environment, surrounding gardens and views provide a safe, secure and well-maintained environment which people told us they enjoy and appreciate.

Leadership and Management

People can be confident management monitors the quality of the service they receive. The service provider possesses excellent oversight of the service and seeks to drive improvement in all areas. Systems and processes help promote the smooth running of the home. Detailed clinical and non-clinical audits are in place in relation to key areas of service delivery, including falls, nutrition, medication, and skin care. The RI spends time at the home daily and engages with staff, relatives, and residents, constantly seeking feedback. We requested information relating to monitoring and we saw the recent quality of care review. The information demonstrated the RI undertakes formal monitoring as legally required.

People can be assured that staff are competent to undertake their roles and there is a robust recruitment process. We looked at three staff recruitment files and saw they contained all the pre-employment checks required in respect of any person working in regulated services. Staff discussions evidenced there is an established staff team in place with a low turnover. Staff told us the nurses and care staff work excellently as a team and they feel extremely well supported, appreciated and valued by the provider.

Management oversees staff training and supervision needs, and we saw one-to-one supervision in accordance with regulatory requirements. Supervision provides each staff member with opportunities to discuss their performance, development, and any concerns they may have. Staff told us the RI encourages aspirational training they would like to undertake and provides full practical and financial support throughout. One member of staff told us they had recently completed an academic qualification and said, *"I have been so supported to do this qualification, the RI is always here for us all, we work so well as a team together, I could not have done it without the support"*. Innovative leadership and governance and the positive culture it creates drive and improve positive outcomes. We were told by staff and the RI of additional incentives made by the RI to ensure staff are happy and appreciated. In turn, this secures benefits for people who are supported by a happy and skilled workforce.

People have opportunities to express their views and lodge complaints. The home has a complaints policy in place and the written guide to the service informs people how to raise their concerns formally. Residents can be/and are confident that the home is operated with their best interests at the forefront of care provision. Mechanisms are in place to protect people and the documents in place set out and provide people with an understanding of the service they can expect to receive. People using the service and staff know who to approach if they have concerns and people have access to independent advocates if they wish and feel safe to do this should the need arise.

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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