



## Inspection Report on

**Hillside Home**

**Hillside Home  
Troed Y Rhiw  
Goodwick  
SA64 0AU**

## **Date Inspection Completed**

06/04/2022

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## About Hillside Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Pembrokeshire County Council Adults and Children's Services
Registered places	22
Language of the service	English
Previous Care Inspectorate Wales inspection	23/08/2019
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

People receive personal care and support from a dedicated team of care staff who are familiar with their needs and are competent in their roles. People have the opportunity to interact with staff and each other and to spend quiet time if they wish to.

Staff know people well, interact in a kind, caring and respectful manner and provide support when and how people like it. People's health is well supported through good interagency working with health professionals. Personal plans detail how people like their individual needs met. People are kept safe through good safety measures, including infection control.

There is good management oversight of the service. Audits of key elements of care are carried out. The Responsible Individual visits the home regularly and provides a good level of support to the manager. Quality review and audit reports are produced as required and demonstrate thorough oversight of the service. Staff feel well supported by the manager and receive regular supervision. There is training in place to support staff development and help them carry out their work safely and effectively.

## Well-being

The service supports people to have control over their day-to-day lives. Personal plans are produced in partnership with the person and their representatives. This ensures people's plans are specific in meeting their needs. Personal plans highlight people's strengths and contain information on how to best support the person. Although the documentation needed to guide care workers to meet people's needs effectively is contained in their personal plans the most recent information is sometimes not clearly identified. The manager said that this is an area which she intends to review in order to ensure that the most recent care plan documentation is clearly presented and easy to locate. Risk assessments form part of the personal plan and contain strategies for protecting people from harm. People speak highly of care workers and the management and provided us with positive feedback on the standard of care and support they receive.

Care workers treat people with dignity and respect. Care workers we spoke to were confident that they could meet people's needs, were enthusiastic about their roles and enjoy working for the service.

There are systems in place to safeguard people from harm. The service has appropriate infection control measures in place and care workers have access to relevant personal protective equipment (PPE) to reduce the risk of infection. The recruitment process is robust and ensures care workers suitability for the role. Recruitment documentation is gained and held centrally and the manager assured us that, should there be an issue with reference or DBS (Disclosure and Barring Service) documentation she would be consulted as to whether the person would be appointed to work at the service or not. Care workers receive training and supervision in order to ensure that they continue to meet people's needs in an effective way. The Covid-19 pandemic has inevitably impacted on the service and refresher training is required by some staff. People do not appear to have been adversely affected and the manager is working to address this.

## Care and Support

People receive care and support that meets their individual needs. People's needs are assessed and planned for before they arrive at the home. Care workers know people, their needs and preferences very well as indicated through discussion and direct observation. Care plans contain relevant information needed for care workers to follow to meet people's individual needs. The most recent information is not always easy to locate however and the manager said that this is an area which she intends to review in order to ensure that care planning information is clear and easy to locate. Care is delivered in a person centred way but the care plans do not consistently demonstrate how people have contributed to their plan of care and that their individual preferences are known and understood. Personal plans are reviewed monthly or when changes are needed.

People receive good support from friendly and respectful staff. People told us that they are able to make choices and can follow their own routines if they want to. Staff are kind and respectful and provide care in a relaxed manner, using humour when appropriate. Feedback from people and their families is very positive about the care and support provided.

People receive good support to maintain their health and wellbeing. Records show when people's needs change, medical advice and professional help is sought promptly. The service has regular meetings with healthcare professionals to ensure that people's healthcare needs continue to be met and that they receive the medication they require. People can enjoy a range of activities to support their mental well-being. Some group activities take place, including singing, arts and crafts. Other people benefit from one to one time, including face and foot massage as well as reminiscing conversations.

People's safety is well maintained. The service has good systems in place to ensure people are safeguarded from abuse through regular training and easily accessible policies. Infection control systems are in place and there are a range of measures in use to ensure people are safe from Covid 19. This includes ensuring that all visitors to the home have a negative lateral flow test, as well as good use of personal protective equipment (PPE) by staff and visitors. A visitors pod is available in the grounds if required.

## Environment

The service provides people with care and support in a well-maintained environment. Facilities and equipment promote personal outcomes effectively. The general environment is welcoming and clean. Redecoration in some communal areas and bedrooms has taken place as part of an ongoing process of refurbishment and redecoration. People are able to choose where to spend their time, be it in their own personalised rooms, in communal areas or the well maintained garden. The manager spoke of additional plans to further enhance the outside environment.

Health and safety in the home is well managed. Equipment is checked and maintained to ensure it is safe, as per legislation. There are good infection control measures in place, and policies and audits have been updated to ensure they are in line with current national guidance and legislation. Care workers carry out cleaning and laundry duties and the home was seen to be very clean and clear from clutter, both in people's personal rooms and in communal areas.

## Leadership and Management

People are supported by staff who are safely recruited, trained and supervised. Recruitment processes check staff are of good character to work in the service. Recruitment systems are instigated and maintained by the central HR (Human Resources) department and the manager assured us that if there is any query or issue relating to references or DBS checks she is consulted about whether the potential care worker is appointed or not. In addition to training in mandatory areas care workers receive additional training in specialist areas, such as understanding dementia, diabetes and Parkinson's disease, in order to meet the needs of the people they care for and support effectively. Some refresher training is required due to the impact on staff time imposed by the Covid-19 pandemic and the manager told us that this is in the process of being addressed. Care workers told us they feel they receive sufficient training to carry out their roles and they feel confident in their ability to deliver good quality care. They have regular supervision which supports them and enhances good practice. Care staff like working at Hillside and feel well supported by the manager. There are regular staff meetings, which address a variety of issues and help to promote a consistent team approach.

The service has good quality assurance processes. The manager has audits in place and the RI visits the home regularly and knows the people who live and work there well. Families told us the manager is approachable, sets a good standard and they feel listened to by her and by the staff team as a whole. The Responsible Individual (RI) carries out regular quality monitoring visits and her visit reports demonstrate oversight of the service, together with consultation with people and staff.

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



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