



## Inspection Report on

**Hawthorn Court Residential Care Home**

**Hawthorn Court Care Home  
12 Bayswater Road Sketty  
Swansea  
SA2 9HA**

**Date Inspection Completed**

26/06/2023

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## About Hawthorn Court Residential Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Hawthorn Court Care Ltd
Registered places	24
Language of the service	English
Previous Care Inspectorate Wales inspection	20 January 2023
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

Hawthorn Court has a new manager who was appointed in February 2023. The manager is working with the responsible individual (RI) to implement and embed new and improved ways of working. This inspection was carried out to review the areas where the service was not meeting legal requirements, as identified at the last inspection. These relate to standards of care and support, staffing levels, medication management, health and safety and standards of hygiene and infection control.

The service has addressed all areas of concern and improved people's safety and well-being. People are benefitting from a structured approach to their meals and activities. They have opportunities to socialise with others and do things they enjoy. Care records are organised and contain detailed, person-centred information about people's care needs and preferences. Staff work well as a team to ensure these are catered for. Medicines are managed safely.

People are comfortable in their surroundings. They live in a clean, hygienic environment. Suitable arrangements are in place for the ongoing maintenance of the home. People have meaningful interactions with staff, who receive a good level of training and support. Morale amongst the staff team is improving. There are sufficient staff to meet the demands of the service and ensure it is provided in a safe, effective way. Both the manager and RI are visible, approachable and responsive to feedback.

## Well-being

The service has made significant improvements to help keep people safe and protect them from harm. People receive care from staff who have been appropriately recruited and trained. The home provides enough staff to ensure people receive the right care at the right time. The environment is free from hazards and specialist equipment is used to promote people's safety. Staff understand their responsibility to report concerns about people's welfare. Standards at the service are continuously monitored by the manager. The RI oversees the running of the home to make sure people receive a safe, good quality service.

People are happy and content at the home. They receive appropriate care and support that promotes their health and independence. People's care needs and preferences are set out within detailed personal plans that are regularly reviewed. Care workers know what is important to people and are attentive to their physical and emotional needs. People receive input from medical and specialist services to support their health and well-being. Care workers encourage people to eat and drink well. People consistently receive their prescribed medication. An activity programme helps occupy and stimulate people.

People live in homely accommodation that suits their needs. They spend much of their time in communal areas, socialising with staff and other residents. A good standard of hygiene and infection control is promoted to minimise infection risks. People have comfortable rooms that are laid out according to their needs and wishes. Outdoor space is available, although could be developed further.

People have choice and control over how they are cared for. They contribute to the development and review of their personal plans. Care documentation includes details about people's social and medical backgrounds, so care workers know how best to support them. Care workers respect people's right to privacy. People follow their preferred routines, choosing where and how to spend their time. Their food and drink requests are accommodated wherever possible. People share their views about the service during quality assurance processes. They have access to accurate information about the home and the service it provides.

## Care and Support

Care workers are kind and considerate in their approach to care. They recognise when people need physical or emotional support and provide this promptly. We saw care workers assisting people to move around the home safely. They did so calmly and confidently whilst ensuring people's safety and comfort. Care workers spend time socialising with people in communal rooms and engage regularly with those who prefer to remain in their private rooms. We heard conversation and laughter flowing easily. People described care workers as "*absolutely amazing*".

The service has introduced a programme of activities to help keep people occupied and stimulated. People told us they like listening to music and do so often. We saw people watching television in the lounge and singing along to their favourite songs with care workers. This put them at ease and created a lively, joyous atmosphere. Care workers keep records of the activities people take part in. Recent activities include armchair aerobics, movie afternoons, quizzes, reminiscence, and a visit from an ice-cream van. The manager told us people also enjoyed pet therapy, which will be arranged again. People have planted flowers in the raised garden beds and enjoyed a 'seaside day' in the front garden. The manager is exploring further opportunities to increase people's participation in outdoor and community-based activities.

The care planning and review process has significantly improved. Care records are organised and contain detailed information about who people are. People write or contribute to the development of their personal plans, so care workers know how they want to be supported. Personal plans are reviewed regularly to ensure they remain accurate. They account for people's social and nutritional needs. The home has introduced a four-weekly rolling menu that offers a range of hot and cold meals. People told us they can request alternative meals to those planned, which staff make every effort to provide. People's weight is monitored so concerns can be acted upon quickly. A system for recording contact with medical and specialist services has been implemented. The service seeks advice from professionals if there are changes to people's health and well-being. Monitoring charts show that people receive appropriate care and support. The manager monitors the completion of these charts to ensure care workers maintain a good standard of record-keeping.

Medicines are managed in a safe way. Care workers complete medication training and annual competency assessments to ensure they administer medicines safely. Medicines are stored securely, with storage temperatures being monitored daily. Medication records are organised and demonstrate that people consistently receive their prescribed medication. There are suitable arrangements in place for managing topical medicines. The service has good support from the Local Health Board's medicines management team.

## Environment

People are accommodated in a safe environment. The building is secure, and records are kept of visitors entering and leaving the premises. We found the home to be adequately lit and free from environmental hazards. A maintenance process has been introduced, so staff are clear about how to request and deal with urgent and routine works. The RI plans to update the process due to recent personnel changes. Records show that works are carried out within reasonable timescales. Several rooms have benefitted from new flooring and furniture. We found these to be in good condition overall. The manager regularly reviews the progress of environmental works. Specialist equipment is routinely serviced and in good working order.

Standards of hygiene and infection control have significantly improved. There are effective systems in place for general and deep cleaning. Domestic staff are clear about their roles and responsibilities. We found bathroom facilities to be clean and hygienic. Personal toiletries and prescribed creams are neatly and appropriately stored. Care workers wear personal protective equipment (PPE) when providing personal care and dispose of this correctly. General and clinical waste bins are available and conveniently located. Records confirm that all staff are up to date with their infection control training.

The accommodation has the facilities to meet people's needs. Information regarding meals and activities is displayed on a noticeboard to keep people informed about daily life. Confidential information is stored securely. Communal rooms are popular spaces where people socialise and take part in activities. People read or relax in communal and private areas, as desired. One person said, "*It's bliss*". We found rooms to be homely and generally well furnished. They are laid out according to people's needs and wishes. Photographs are displayed on doors to help people orientate to their surroundings. People have easy access to dining and bathroom facilities.

The home has pleasant outdoor space, although this could be developed further. The front garden has raised flower beds, which enable people to do gardening activities. People can also relax in the outdoor seating area. There is a rear courtyard that is not currently being used and lacks stimulation. The manager told us of plans to purchase outdoor furniture that will enable people to make use of this space.

## Leadership and Management

The leadership and management team has been strengthened. New managers have been appointed as part of an ongoing restructure. The RI and new manager lead by example; they place people's health and well-being at the heart of decision-making and reinforce a culture of openness. Staff told us the home is run well and they can contact the manager or RI if they have any concerns. The RI supervises the management of the service effectively, setting and reviewing actions that will improve the service. The manager is successfully embedding new systems that prioritise people's health and safety. The RI closely monitors standards by visiting the service regularly and speaking with people about their experiences. Staff are consulted about planned changes during team meetings. The progress made by the home has boosted staff morale. Staff consistently told us they enjoy working at the home. One staff member said, *"I'm very happy here"*.

The service carries out the required checks before employing new staff. New staff have received a warm welcome to the team. They follow a clear induction process and complete training relevant to their role. Records show staff are up to date with mandatory training, which includes safeguarding adults at risk. There is a system in place for ensuring staff receive formal, individual supervision and annual appraisals. Staff work well as a team and feel supported in their roles. The manager leads staff effectively and continuously monitors people's well-being. The improved care planning process means care workers can easily access information about people's needs and preferences. Care workers told us there are also plans to improve the handover process.

The home supplies enough staff to meet the demands of the service. This ensures people are adequately supervised and stimulated, and the home is kept clean and well-maintained. Staff absence is covered within the staff team, providing people with good continuity of care. We saw staff working together to ensure alarms were responded to quickly. Staff have been consulted about a new shift pattern and introduction of a twilight shift, which they feel will enhance the service further and improve the organisation of their work.

The provider invests in the service. The home has the resources it needs and works are carried out to ensure good environmental standards are maintained. The home's statement of purpose and written guide have recently been updated and accurately reflect the service being provided. They include enough detail to help people make an informed decision about whether the service is suitable for them.

### 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
57	The service has failed to identify and reduce risks to people's health and safety.	Achieved
56	The service has failed to maintain satisfactory standards of hygiene and infection control.	Achieved
58	The service has failed to consistently store and administer medicines appropriately.	Achieved
21	The service is not always provided in a way which protects, promotes and maintains people's safety and well-being. This is because people's care and support needs have not been clearly identified within personal	Achieved



	plans, and these have not been reviewed as and when required but at least every three months. There is also limited planning with regards to meeting people's nutritional and social needs.	
34	The service has failed to provide staff in adequate numbers to enable them to fulfil their roles effectively.	Achieved

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
7	The service is not being provided in accordance with its statement of purpose.	Achieved
19	The written guide does not include enough detail to ensure people are fully informed about the home and facilities and services available.	Achieved

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