



# Inspection Report on

**Hyland Residential Home Ltd**

**Menai Bridge**

## **Date Inspection Completed**

1 February 2023

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## About Hyland Residential Home Ltd

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Hyland Residential Home Ltd
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection of the service since it was re-registered under the Registration and Inspection of Social Care (Wales) Act 2016.
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

People are happy living in the home; they enjoy a full life doing the things they want to do in a safe and supported way. They feel part of a family and have lived together for many years. Everyone is supported to keep healthy with a range of activities that promote exercise from horse riding, swimming, exercise dance classes and walking the pet dog in the countryside. People are fully involved in decisions that affect them such as how they will celebrate upcoming events, where to take their holidays, choices and preferences on the environment and food. Rooms are personalised with things that matter to the people who occupy them; it is clear people are valued as individuals; their preferences are respected.

Staff are happy working in the home, they feel supported and competent to carry out their role. They are trained on subjects that help ensure safe practices and enhance their knowledge in subjects specific to the needs of people living in Hyland. Safe recruitment procedures ensure staff are properly vetted before they work here.

The provider is also the manager of the service and is present daily helping to ensure a good oversight of the service. The provider's recent audit of the environment illustrates they are proactive in seeking ways to further improve the home.

## Well-being

People have choice and control regarding all aspects of the care and support they receive. There is lots to choose from in the home such as board games and puzzles, and people also enjoy their own books and music. Some people take regular trips to local leisure facilities or partake in other activities in the countryside. People choose what they want to eat and help prepare the food. Weekly meetings with resident's help ensure they are continually involved in decisions about the service and their care.

People's physical, mental, and emotional well-being is looked after by trained care staff who seek professional advice if required. Personal plans are comprehensive; they focus on what matters to the individual and how they want their needs to be met. Records show people are supported to access health professionals and attend annual health checks and screening. They regularly practice yoga, dance workouts and other exercise sessions. There is emphasis on promoting people's well-being and independence and people told us they are happy here.

People receive support from staff who have been vetted and trained to practice safely and effectively. Staff receive training about safeguarding of vulnerable people and are guided by the service's policies and procedures in this respect. There is an office in the house where staff and residents can speak to the provider should they ever be unhappy about any aspect of care provision. People are supported to be independent but, if it is deemed necessary to restrict a person's liberty in any way to protect their wellbeing, these decisions are only made in the person's best interest and with full consideration of the family and the local safeguarding authority.

The accommodation is a spacious, comfortable family home. Rooms are homely and furnished with good quality fixtures and fittings that suit the preferences of people living here. There are two lounges and a kitchen diner to choose to spend time in, although people use their own bedrooms throughout the day whenever they wish. Every communal room and bedroom have an internet connected television so people can watch their preferred programmes and films on demand. Every bedroom is decorated differently; they reflect the persons personality, hobbies and interests. The garden provides a secure place to sit and enjoy wonderful views and take barbeques in the summer. A pet dog and chickens complete the sense of a 'family' home.

## Care and Support

There is an accurate and up to date plan for how each person's care is to be provided. We saw these record people's physical, emotional, and mental health needs, their interests, aspirations, and preferences. The provider reviews the care plans to ensure they accurately reflect each person's needs and wishes.

People are consulted about all aspects of their life in the home. Minutes of weekly meetings illustrate people's views are regularly sought on daily activities such as food, their environment, activities, and events such as planning holidays. They are all looking forward to this year's holiday to Scotland. People are asked if they are happy; do they want to change anything or raise any issues. Daily records demonstrate how staff have supported people to do what is important to them each day and it is clear people are supported to follow their interests and hobbies such as swimming, horse riding, singing and dance. People's independence skills are encouraged; we heard people discuss what they wanted to eat and help prepare their food. We saw a person empty the dishwasher and fold tea towels. Hyland is run like a 'family' home; the residents have lived together for a long time and we saw they are compatible, familiar, and treat each other with respect. We heard them chatting about what to have for lunch and then they helped prepare the food. We spoke with people who expressed how happy they are to live at Hyland. One person said, '*I like it a lot*' and '*everything is good*'.

People are supported to access healthcare and any other services necessary to maintain their health and well-being. Records show people have appointments for example, with their doctor, chiropodist, dental practitioners, and optician. They have regular health checks. We saw a person wants to improve their health and they are supported to exercise in a fun way and eat a healthy diet. On the day of our visit, everyone was out walking in the countryside.

There are mechanisms in place to safeguard people living in the home. Staff receive training in safeguarding and there are policies and procedures to follow should there be a concern of this nature. One staff told us how the provider is always around so they could speak with him at any time should concerns arise. Records show how any restrictions on people's liberty are made only in people's best interests and with full agreement from people, their family and the safeguarding authority.

## Environment

The service is provided in a home that promotes the achievement of people's personal outcomes. The home is a large family house and everyone is able to access all rooms throughout. We saw large rooms with comfortable sofas, large televisions and a karaoke machine for people to entertain themselves. The communal rooms have large windows with views of the Menai Straits and Snowdon and a lot of natural daylight floods in. Bedrooms are all different and reflect people's personalities, interests and hobbies. We saw posters and pictures of subjects that matter them. Each person has their own electronic devices and internet connected television in their own room. The kitchen is laid out so people can help contribute to the household chores; we saw people emptying the dishwasher and folding laundry and helping to prepare food. A wrap around decking at the back of the house provides a place to sit and a barbeque area. There is a chicken coop so people can enjoy their own eggs. Minutes of meetings show people are consulted about changes to the home, their preferences and wishes sought. The provider of the service audits the environment, checking every room for any repairs and renewals needed. We saw there are plans to enhance the home such as replacing some flooring and buying new curtains. People told us they are happy living here, they like their home.

The service provider identifies and mitigates risks to health and safety. We saw risk assessments for individuals are part of the care delivery plan and there are clear instructions for staff on how to best support people safely. There are regular tests carried out to ensure the safety of the home including water temperatures, fire equipment and fire safety including a fire risk assessment; an updated check on the electrical safety of the home has been arranged.

## Leadership and Management

The provider has governance arrangements in place to monitor progress and check the home is operating safely and effectively. The provider is also the manager and responsible individual (RI) of the service and is in the house every day. The provider completes reviews of care delivery plans, audits of the home and seeks people's views of aspects of the service during weekly meetings. We saw plans for the home that illustrate they are proactive in identifying ways to further improve the service. There are a range of policies and procedures to guide staff on best practice; induction records illustrate they are required to read these when they commence work. There is a clear mission statement staff must be familiar with that promises to support people to achieve their goals and promote diversity. The statement of purpose for the service has recently been updated and is clear what people can expect at Hyland.

People are supported by appropriate numbers of competent staff on duty at any one time. We saw rotas ensure at least two people are available for the three residents in the home at any time and three staff are sometimes employed when activities and appointments take people out of the home. Staff are fully vetted prior to working at the home and are competent to carry out their role. They are provided with opportunities to enhance their skills through mandatory training to ensure safe practices and on a variety of relevant topics. Staff told us they feel well supported by the provider. They receive one to one supervision and can speak with him at any time and share their views.

Staff have worked at the home over many years and are very familiar with the residents who have also lived here for a long time. They know people's preferences and respect their individuality. We heard people and staff talk to each other in a respectfully familiar way; people are relaxed with the staff who support them. When asked what the best thing is about living here, one person told us '*Staff are the best*'. One staff told us they love working at the home. They said they feel it is like being part of a family and they gain satisfaction from knowing the residents are well cared for and are happy.

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