



# Inspection Report on

**Highfield House**

**Denbigh**

**Date Inspection Completed**

22/11/2022

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## About Highfield House

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Mental Health Care (Highfield Park) Limited
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">This is the first inspection of the service under RISCA</a>
Does this service provide the Welsh Language active offer?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

### Summary

People are supported to make their own choices; they are involved in what is going on and their independence is promoted and encouraged. Person centred plans record detailed information about what is important to people and how best to support them. People can access colleges, work and have opportunities to try different activities and have new experiences.

A committed, enthusiastic and stable staff team know people well, they have built positive relationships with them and communicate effectively. Staff feel well supported by each other and the manager and receive the training and supervision they need to carry out their roles and responsibilities. They work well together as a team for the benefit of people living at Highfield House. Recruitment checks are completed but attention to detail is needed and this was discussed with the manager. People are involved in how their home looks and the manager spoke about making it more homely, some areas have already been painted and there is more work planned. The garden area needs some attention.

## Well-being

People have control over their day to day lives. Staff communicate with people in a way that they understand. Communication passports are completed and personal plans refer to the use of Makaton signs and other methods. Staff told us people are involved and make choices about everything including how their home looks, meals and activities. Staff comments include people have *“opportunities, involved in everything”*. People have access to an advocate if needed and families are also involved in their care and support. Staff told us they are flexible in their approaches, depending on what people want to do that day and plans are changed accordingly.

Peoples physical, mental health and emotional wellbeing needs are being met. Health action plans are in place with records kept of all appointments and checks completed by health care professionals. Contact and visits with family members are maintained as well as friendships. People can do things that make them happy, pursue their interests, work/ college opportunities and have their own personal space when they want it. Relationships between people and staff are positive, offering stability and continuity of support. There is a calm, relaxed atmosphere with staff providing support in a discreet and respectful way. Staff speak fondly about people and the achievements they have made. They told us people are *“living a better life here”* and it is *“so positive”*. People told us *“I like it here, its home, get on with everyone”* and *“I am happy”*. A relative told us *“His home now. Extremely happy there”*.

People are protected from abuse and neglect. Information about how to raise concerns is made easily available for people and visitors. People commented the manager is a *“nice man”* and *“any problems go to anyone”* and that they feel *“safe”*. There is a policy on safeguarding and staff receive training.

People live in a home that meets their needs. Their rooms are personalised reflecting their own interests and contain items of sentimental value. Areas of the home are being redecorated to make it more homely and people are involved in how their home looks. There is an outdoor area for people to use which could do with more attention.

## Care and Support

People are provided with the quality of care and support they need through a service which involves them. Personal plans record who is involved including the person, their relatives, professionals and advocates and who makes decisions on different aspects. Person centred plans provide detailed information about people and the way in which they want to be supported and to be independent. Staff told us there is enough information in plans to provide support. Relatives commented that all staff understand people's needs and know how to communicate. Opportunity plans are in place but the manager told us these are flexible, depending on what people want to do that day, alternative arrangements can be made at any time to suit individuals. Staff told us they liked the *"flexibility in house"* if the *"lads need to go somewhere, things change"*. Daily records show that people's wishes are respected. When asked what is good about the service staff said, *"how independent they are, how much choice"* they have and *"looking to the future"*. Relatives told us they have been amazing in their treatment of their relative, have encouraged them to learn to deal with life in general, in a more balanced way.

People have access to health and other services. Details of any health professionals involved are recorded in people's plans. Each person has a health action plan containing information about any health appointments with GP's, dentist, chiropodist, medication reviews and health checks. Hospital passports are also completed so important information can be passed on. 'My diagnosis' leaflets have been put together to inform staff of any diagnosis/ conditions people have and how this affects them.

Systems are in place to safeguard people. Staff told us they feel able to raise any concerns they have and receive training in safeguarding. There are policies and procedures for staff to follow for safeguarding and concerns. Positive behaviour support plans and risk assessments are completed for staff to follow to keep people safe. There is an on-call system in place if further advice and assistance is needed.

## Environment

Peoples live in a home which meets their needs. Rooms are personalised with people's belongings; they can position their furniture where they want it and choose paint colours for their walls. The dining room, lounge and cinema room are decorated and furnished in keeping with what the rooms are being used for. When asked about making choice about how their home looks in general, people told us the manager "*asks all the lads*" who "*pick together*". The manager spoke about work that had already been completed for example repainting of different areas and a new ensuite. More work is planned and there is a maintenance plan in place.

There is plenty of outdoor space for people to spend time on their own. Attention could be given to this area to make it more attractive. People commented that improvements could be made to the "*outside the house, back garden needs work doing to make it nicer, so people see its nice*".

Risks to health and safety are identified and reduced. Fire risk assessments, fire equipment checks, evacuations and personal emergency evacuations plans (PEEPs) are completed. Health and safety audits are carried out and risk management plans are in place to keep people and staff safe.

## Leadership and Management

Arrangements are in place to oversee the service and ensure people receive good quality care and support. The responsible individual (RI) carries out three monthly visits to Highfield House and completes a report of their findings. The manager feels supported by the RI and can speak with them for advice and guidance when needed. Staff are complimentary about the manager and told us they are *“really good as well any issues straight on the phone. Concerns dealt with”* and relatives also confirmed this. When asked what is good about the service people told us it is *“homely, safe, walk into your house, have a roof over our heads and food on the table, a nice room”* and have a *“laugh and a joke”*. Relatives commented it is *“person centred, what he needs”* and *“all about his needs”*. *“I just think they are amazing”, “very happy with the service provided”* and *“there when I need them”*.

Staff are supported and trained to carry out their roles and responsibilities effectively. We looked at staff files and spoke with the manager about dates provided on references and application forms and ensuring reasons for leaving are recorded. There is a committed and stable staff team who support each other and work together for the benefit of people living at Highfield House. They provide consistency, continuity of care and build positive relationships with people and their families.

Staff receive supervision and feel supported by the manager. Records show staff complete training to ensure they can meet the needs of people living at Highfield House. The manager informed us that all staff have completed and passed their Medication Competency Assessments and that refresher medication training is needed and will be booked. People told us *“staff, nice and kind”* and spoke about *“teamwork, help out each other”*. Relatives commented *“Staff team really good, like a little family”, “person centred”, “done absolutely amazing, gone above and beyond”, “good bunch of lads”, “have only had high regards for Highfield House”* and the team there have gone above and beyond during a difficult time.

### 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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