



## Inspection Report on

**Elliot's Hill Care Ltd - Elliot's Hill RCH**

**Great Elliot's Hill  
Crowhill  
Haverfordwest  
SA62 6HT**

**Date Inspection Completed**

16/11/2023

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## About Elliots Hill Care Ltd - Elliots Hill RCH

|   |   |
|---|---|
| Type of care provided                                 | Care Home Service<br>Adults Without Nursing   |
| Registered Provider                                   | Elliots Hill Care Ltd   |
| Registered places                                     | 23  |
| Language of the service                               | English   |
| Previous Care Inspectorate Wales inspection           | 07 December 2022  |
| Does this service promote Welsh language and culture? | 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

People receive care and support from a service which has some exceptionally robust processes for quality monitoring, with a strong focus on person centred care and continuous improvement.

All members of the team we spoke with know the values of the service and understand the role they have in making sure people receive person centred care and support.

The ongoing improvements to the environment, together with a well-trained and motivated staff group, who are effectively led by a committed manager, mean peoples' needs are effectively met.

## Well-being

People are safe and protected from harm, abuse, and neglect. This is because care workers know their responsibilities in relation to safeguarding and are wholly confident their manager would deal with any concerns raised, and take the actions necessary. Care workers have completed safeguarding training.

The environment contributes to people's well-being. The service is coming to the end of an extensive refurbishment and the work is being done to a good standard. Bedrooms are personalised and the lounge areas comfortable. The provider has agreed to consider ways to make the main lounge more homely, whilst still maintaining safety.

People can do some things that are important to them. This includes going to local community groups, employment schemes and helping out within the service. People are able to do baking, but some people say there are fewer opportunities to do things than there used to be.

Care workers feel well supported and are suitably trained meaning they are able to meet the needs of the people they support. The atmosphere is calm and well organised and there are some supportive and encouraging interactions, as well as some friendly banter, between care workers and those they support.

## Care and Support

Support plans are comprehensive. They provide the details needed by care workers. There are care plans for a range of needs, including personal care, mental health and communication. Each person has an informative personal history which sets out relevant and helpful information. Care workers have electronic handheld devices, and they record events contemporaneously. Daily entries are informative but not always reflective of the person-centred approach, and the knowledge care workers have about people. This has been identified by the manager who is looking at alternative systems to capture information better.

Care workers know people well. They know what and who is important to the people they support. Some people have difficulty expressing their needs, and care workers have developed bespoke ways of communicating with them. Most people feel workers have time for them, but some said staff do not spend any time with them. We saw workers interact with people in a relaxed; friendly and supportive way.

People can do some things they enjoy. This includes working, or attending local community groups outside the service, and joining in activities within the service. There are a range of craft activities as well as bingo and other group games. Some people said they have previously been able to do baking, but there are now less opportunities for them to do this. We discussed this with the team who assured us people can spend time in the kitchen and will remind people of this. The manager is considering ways for people to remain as independent as possible, including having some responsibility for their own laundry and for the housekeeping in their own personal areas if they are able, or willing, to do this. Some individuals help out in the kitchen.

Care workers understand the importance of good nutrition. Most of the meals are bought in prepared and reheated in the service. People can be confident they are checked for their nutritional value. Most people enjoy the meals, but some would prefer to have food cooked from scratch. Food is available outside of mealtimes and workers show flexibility to meet the needs and choices of individuals.

The manager is looking for ways to improve the quality of support people receive and this includes training workers in a range of areas including catheter care, wound care and venepuncture. This means people will have increased choice in when to have their blood taken when tests are requested by a health professional.

## Environment

People live in a service which meets their needs. There is an ongoing programme of refurbishment with many of the areas now completed. The lounge is in good decorative order and reasonably comfortable. Work is being carried out on the dining room and this is expected to be finished in the coming weeks. There are some additional sitting areas if people want to spend time alone or in smaller groups.

A lift means people can move easily between floors. Bedrooms are located on the ground and the first floor. These are personalised with people's ornaments, photographs, and in some instances, their own choice of décor. None of the bedrooms have ensuite facilities, but there is an adequate number of bathrooms, which have been refurbished to a good standard.

There are systems in place to make sure equipment and services are correctly maintained. The manager carries out regular audits on a range of areas, including the environment, fire safety, moving & handling equipment and food hygiene. These audits show a very high level of compliance.

The kitchen has been awarded the maximum score of five by the Food Standards Agency. It is clean and suitably equipped.

The service is clean and there are no malodours, other than one area where there is thought to be an issue with the drains which the manager is aware of and work is planned to address the drainage system. Housekeeping staff carry out their work to a high standard and staff support people, where possible, to keep their own rooms clean and tidy.

The provider is considering ways to make the lounge area more homely, but acknowledging it is the way it is to assist people who need a level of familiarity to maintain their safety. People are able to spend time outside as the service is on a very large plot. The outside spaces are generally well maintained and accessible for people.

## Leadership and Management

There are some very effective and robust governance arrangements in place to monitor quality. The manager has written a comprehensive Quality of Care report which sets out where the service considers they are doing well, and also areas for improvement and development. The Responsible Individual (RI) spends time in the service and identifies areas of good practice and where improvements would benefit people.

There is a very strong focus on quality with all staff, regardless of their role in the service, understanding the contribution they are required to make, and how the main purpose of their work is to make sure people receive the best quality of care and support possible.

Care workers are appointed following a safe and robust recruitment process. Appropriate references are obtained, and the necessary safety checks are carried out. All relevant risk assessments are in place and regularly reviewed by a senior member of the team. The electronic system highlights when checks are needed to ensure they all remain up to date.

There is a big emphasis on training. Within the main office base, there is a designated training room. Senior staff have recently completed some specific training and workshops, and care workers have up to date training in areas including acquired brain injury, safeguarding and caring for people with a learning disability. During the inspection, a large group of staff were being trained in First Aid by a skilled and motivated trainer who is well regarded by the staff team. Professionals spend time educating staff to make sure their knowledge and skills are up to date. Care workers consider they are sufficiently trained to safely and effectively carry out their duties. They are able to request additional training if they think this is needed.

Care workers receive regular supervision and also get feedback on their work to help them in their professional development, and the matrix shows supervision is up to date. Senior staff, including the RI visit the service regularly to talk to people and those supporting them, and to observe practice and check the environment. Some workers have been promoted within the company which shows they, and their work, is valued by their managers.

### 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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