



Inspection Report on

High Pastures Nursing Home

**High Pastures Nursing Home
Pentywyn Road Deganwy
Conwy
LL31 9YT**

Date Inspection Completed

12 April 2022

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About High Pastures Nursing Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	High Pastures Nursing Home limited
Registered places	44
Language of the service	English
Previous Care Inspectorate Wales inspection	Manual Insert 30 June 2021
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

The home has had challenges with staff retention during the Covid pandemic. The provider has recruited some new staff members and is in the process of recruiting more. People spoken with are happy with the care and support provided in the home. Staff state they are supported, supervised, and trained. Staff say they have been busy and are pleased more staff have been recruited. The provider is trying to recruit a permanent activities person for the home. The provision of activities and stimulation for people needs to be improved. The management and storage of medicines in the home is generally good, however, some aspects of medicine management require more work. The home is clean and well organised. The manager is required to complete their level five qualification to register with Social Care Wales (SCW). Infection control is good in the home and families can visit according to Public Health Wales guidance.

Well-being

People are central to their plan of care. Personal plans are written according to people's individual needs including their aims and record the people who are important to them. People's likes, dislikes and preferred routines are documented in their plans. We observed staff know people well and can give them appropriate daily choices. People's first language and cultural choices are documented in their personal plans. We did not see people being offered activities according to their interests in personal plans. Few people were sat out in lounges or sharing meals together, this does not lend to a sense of community in the home. The Responsible Individual (RI) told us they are trying to recruit an activities person; they have an activities person on an ad-hoc basis on the bank staff. The RI told us activities are provided as able and are shared with families via a Facebook page. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

People's health is monitored and they are referred to health care professionals in a timely way. Instructions and outcomes of health professional assessments for people are documented in their personal plans. Health monitoring is good and care support workers and nurses know people and their needs well. We saw documented evidence that staff work well with the local authorities and Health Board to enable people's health. The Covid pandemic has made GP visits difficult, but the nurses told us people can access weekly reviews by phone and a visit if circumstances require this.

Staff receive training in safeguarding vulnerable adults. Training was largely e-learning during the pandemic, but some face-to-face learning is now being considered. Care support staff told us they are aware of the safeguarding process and know whom to contact should there be any issues. People can access an advocacy service via social services should they need it.

People can remain in contact with people who are important to them. Family and friends can visit people inside the home on an appointment basis if it is safe to do so regarding Covid results. The home has Covid policies and procedures in place. Visitor's Covid test results are asked for before they enter the home. People and care staff are supported with their tests and can access vaccinations should they choose to have them.

Care and Support

People receive the care they need. Nurses complete an assessment before people are admitted into the home to ensure the service can meet their needs. People's activities of daily living are addressed in their personal plans to ensure they receive an appropriate care service. Personal plans are reviewed monthly as are risk assessments to promote people's health and safety. People spoken with told us they are comfortable and well cared for in the home.

People can access diet and fluids to maintain their health. We saw fluids and snacks were available for people throughout the day. Meals are cooked from fresh ingredients on the premises. People can have a choice of meals and special diets can be catered for. People's weights are monitored, and specialist advice sought if there are any issues. People can access specialist advice regarding their health in a timely way and any instructions/ outcomes are documented in their personal plans. Nurses told us the local pharmacy is supportive of the home and they can readily access medications for people as prescribed. Medicines administration is generally good, however, we noted medicines are not always stored in a temperature-controlled environment. Two members of staff are not always checking, counting, and signing for medicines coming in and out of the building to ensure a robust audit trail. This is an area for improvement, and we expect the provider to take action.

The home adheres to Public Health Wales guidelines regarding the Covid pandemic. Staff check visitor's Covid test results on entry to the home to ensure people's protection. We saw Personal Protective Equipment (PPE), in the home was plentiful. We observed staff wearing PPE appropriately. There are hand-sanitising stations throughout the home; we saw staff making use of them. Nurses told us they have training for the proper use of PPE and regarding Covid issues and testing.

Environment

The home is clean and homely. We saw people can personalise their rooms to make them feel at home. Rooms are warm and tidy and decorated to a good standard. Corridors are clean and free of any obstacles. The gardens are tidy and there are seats available for people to use in good weather. People can access appropriate equipment for their care. Equipment is maintained and serviced as per manufacturer requirements.

We found health and safety assessments are in place. Maintenance and fire checks are up to date. Processes for evacuation in the event of emergency or fire are personalised for everyone so that staff and the emergency services know how best to help people. The medicines room is secured. Confidential information is safely kept in locked offices.

Leadership and Management

Governance arrangements are in place to support the smooth running of the home. The responsible individual is also the manager and runs the home daily throughout the week. The RI produces quality assessment reports regarding the home as required by legislation. The RI/manager is in the process of completing their level five qualification to register with Social Care Wales (SCW). This is an area for improvement, and we expect the provider to complete their qualification and register with the regulatory body (SCW).

Recruitment practices are good in the home. New staff have been recruited and interviews with new staff continue. We saw personnel files are in good order and have checks in place to ensure staff are appropriate to work with vulnerable adults. Nurses and Care Support Workers told us they are pleased there are new staff members as the home has been very busy at times. Nurses and care staff receive training to ensure they have a solid knowledge base to give the care needed by people. The Covid pandemic has provided challenges for the service regarding staff training which has taken the form of e-learning, a return to classroom learning is now being considered. Care support staff and nurses told us they receive training, support, and supervision to perform their daily roles. We saw that care support staff and nurses' supervision was conducted frequently as per the regulations, this ensures staff are supported in their daily roles and perform tasks according to best practice guidance.

The service has not declared they have financial concerns. There is an ongoing maintenance programme in the home. There are plentiful stocks of fresh food, and the home is warm.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	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.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	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
21	Individuals are not supported to fulfil their potential and do things that matter to them and make them happy. Activities are not always offered to help people develop and maintain hobbies and joining in	New

	community activities.	
58	The provider is not compliant as a medicine trolley is tethered in a warm corridor with no temperature testing to ensure the integrity of the medicines stored. Two staff members are required to count all medicines in and out of the home, and provide two signatures to ensure a robust audit trail.	New
68	The provider is non-compliant as they have not completed the level five qualification in order to register with Social Care Wales.	New

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