



Inspection Report on

Hillside Care Home

**Hillside Carehome
Ffynone Road
Swansea
SA1 6DE**

Date Inspection Completed

28/03/2024

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About Hillside Care Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Jupiter Care Ltd
Registered places	58
Language of the service	English
Previous Care Inspectorate Wales inspection	24 March 2023
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

Hillside nursing home is a welcoming, homely, and excellently presented service with beautiful views of the coast. Personal plans are in place that reflect the needs of people well. Routine reviews of personal plans take place as well as personalised risk assessments. People can participate in various activities that take place within the service and the local community.

The provider routinely invests in the maintenance of the building and equipment to ensure the facilities continue to meet the needs of people. There are several communal areas both indoors and outdoors for people to have a choice in where to spend their time. The service is very well maintained.

People are supported with dignity and respect by care workers who are happy in their roles. Care staff are recruited appropriately, receive effective support and training to carry out their roles. A new, respected manager has been appointed since the last inspection and they are supported by a dedicated management and administration team. Feedback from people and their relatives is very positive with many compliments about the care team being shared. The Responsible individual (RI) is visible in the service on a weekly basis and has numerous tools in place to oversee the quality of care being provided. There is a continuous action plan in place to monitor and promptly action any issues as they arise.

Well-being

People have a voice and are treated with care and respect. Feedback from relatives is very positive about the service and the level of communication around the assessment, planning and review of care. All care documentation is stored and updated electronically in the service and those seen give a good overview of the person and how best to support them to meet their own objectives as much as possible. People and their families are encouraged to complete surveys to voice their opinion on the service and drive improvements. Observations during the visits saw care workers interact with people with warmth and kindness. We also saw good banter and humour between people and the staff supporting them.

People can do things that matter to them. The service employs two activities coordinators who plan and undertake inhouse activities with people as well as taking people out in the local community. There are multiple communal areas in the service both indoors and outdoors. There is also a kitchen that people can use to maintain their independence. During the inspection we saw people leaving the service to go out for lunch in the providers minibus on both days.

People are protected from harm and neglect. Care workers receive good levels of training in the service which includes safeguarding. Those spoken with have a good understanding of their responsibilities and how to report any concerns. There are policies and procedures in place to ensure the safe running of the service. The building and equipment is well maintained and the provider consistently invests in the service to ensure the standards of the environment are very good.

People can build and maintain good relationships with others. Visitors are welcomed in the service, and we saw many during our visits. People have built wonderful friendships with others in the service, and we saw lovely interactions throughout the visits. Care workers and nurses have also developed good relationships with the people they support, with lovely exchanges witnessed.

People live in a service that has good oversight. There is a strong management team in place and an active RI who spends a lot of time in the service on a weekly basis. There are good oversight tools in place to ensure the service continues to meet the needs of people and a constant drive to improve and strive towards excellence. One person said, *“The owner is very passionate about his care home and will spend whatever it takes for the resident's comfort and wellbeing”*.

Care and Support

People are supported with accurate, up-to-date care plans for how their care needs will be met. We looked at six care files and found accurate information for care staff to provide the required support at the right time. Care plans are written from the persons perspective, in a clear way for ease of understanding. Regular reviews of documentation and assessments are undertaken and updated as required. Feedback from people and their relatives indicate that communication in the service is good and any changes in care needs are discussed with family members and documented appropriately. There is good monitoring of people's weight and food/ fluid intake in place and timely referrals and intervention from other professionals is sought. Comments from relatives include: *"It makes me happy that X is receiving the best possible care"* and *"If ever I had to go into a care home, this is where I'd like to go"*.

There are good systems in place to protect people from harm and neglect. Safeguarding training is mandatory for all care staff and those spoken with during the inspection understand their responsibilities to report any concern they have. We saw appropriate up-to-date Deprivation of Liberty Safeguards (DoLS) are in place for people lacking capacity to make decisions about their care, support, and accommodation.

There are good systems in place to manage medication in the service. All medication records are stored electronically, and this is directly linked with the pharmacy for ease of ordering. We looked at a sample of medication administrative records (MAR) charts for the individuals and saw that people receive the right medication at the right time. Signatures of staff responsible for medication support is also logged electronically. Medication is stored appropriately in the service, temperature checks take place, locked trolleys and fridges are stored within locked medication rooms. Routine audits take place in the service and discrepancies are investigated and followed up appropriately.

People have opportunities to do things that matter to them. There are two dedicated activities coordinators in post who plan and deliver activities for people to enjoy. On both visits to the service, people were going out for lunch to the pub and we heard lots of praise from relatives and staff about the activities in the home, comments included *"The staff are very proactive with regards to events and activities"*, *"the food is very good and there's lots of entertainment"* and *"The range of activities and social events organized regularly is highly appreciated by both residents and their families"*.

Environment

People are supported in an excellent environment that meets their needs well. Hillside is aptly named for its location on the side of a hill with beautiful coastal views. Many bedrooms and communal areas within the service share these views. There are a few parking bays available to visitors and on our visits, we found that these were available. There is a sign in book to complete for all visitors on arrival and leaving, and doors are secure with keypad locks. People have access to several communal areas on all floors in the home, including a kitchen, quiet lounges, hair salon, and larger lounges and dining areas. There are several outdoor areas for people to enjoy some fresh air in drier weather. Bedrooms seen are personalised with people's own belongings and all those seen were clean and well presented. We saw the laundry room which was well organised with all machines in good working order, substances hazardous to health are stored securely when not in use. Each floor in the service has a kitchen area, however the main kitchen where all hot meals are prepared is on the ground floor. We saw that there are good procedures in place to maintain the cleanliness of the kitchen and good stocks of food available. And Kitchen staff confirmed "*We have a good budget for food and the RI insists on buying quality food*".

There are robust procedures in place to identify and mitigate risks to health and safety. There are consistently good maintenance checks in place in the service. The provide employs two full time maintenance staff and both are visible in the service daily. We viewed the maintenance file where up-to-date logs of weekly and monthly checks are in place to ensure the service remains safe for people. These include hot and cold-water checks; window restrictor checks and fire systems checks. Up-to date certificates are available for servicing of utilities such as gas and electricity in the service. The RI also carries out a walk around the service on a weekly basis to check all is well and maintained to the highest standard.

There are effective oversight arrangements in place for the service. Care workers in Hillside are very dedicated and passionate in their roles and this was evident throughout interactions observed during the visits. The care team are supported by a respected management team who strive to lead by example. Feedback about the management team from care staff is very positive. We saw that routine audits take place of systems and documents in the service including personal plans and observations. Weekly visits by the RI take place and they hold monthly management meetings to assess and evaluate the quality of care delivered in the service. In these meetings the ongoing quality of care report is updated and any new identified areas requiring improvement are noted with a completion target date. Relatives and staff confirmed that the RI speaks with them to obtain their feedback about the service and surveys are also completed to highlight any areas that need improvement.

The provider has robust systems in place for the safe recruitment, support and development of care staff. We looked at six personnel files and found all the required documentation for safe recruitment is in place, including up to date Disclosure and Barring Service (DBS) checks. Most care staff are also registered with Social Care Wales (SCW), the workforce regulator. We saw evidence that routine supervision and annual appraisals take place with staff. We looked at training records and saw most staff are up to date with the providers mandatory training which includes manual handling and infection control. We received lots of feedback from staff at the service and had a very positive response about their views on working in the service, comments included: *“ I have fantastic support from the RI and the whole team”*, *“It’s a good place to work and training is constant so you’re always up to date with everything to do your job to the best of your ability”* and *“all the carers and management are fantastic”*.

The provider consistently invests in the service to ensure it continues to meet the needs of people. Since the last inspection we saw that all the seating in the service has been replaced which is over 100 chairs, prior to that new carpets have been installed in the communal areas. There are plans in place to maintain the roof in the service in the coming month. Relatives and staff spoken with confirmed the service owner and RI is passionate in investing in the service to make it as homely as possible for people. Comment includes: *“Hillside has a homely feel”* *“It’s a beautiful place to live with caring and friendly staff”* and *“the owner is very passionate about his care home and will spend whatever it takes for the resident's comfort and wellbeing”*.

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
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N/A	No non-compliance of this type was identified at this inspection	N/A
36	We looked at 8 staff files and there was no evidence of consistent quarterly supervisions or annual appraisals taking place.	Achieved
59	There were gaps in records of weight, food and fluid intake and personal care tasks seen. We were assured through observations that these are carried out, however this needs to be recorded accurately.	Achieved

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