



Inspection Report on

Chapel Hill Farmhouse

Pembroke

Date Inspection Completed

01/08/2024

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About Chapel Hill Farmhouse

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Shangri-La Chapel Hill Ltd
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	17/02/2022
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

Chapel Hill Farmhouse is a service where care workers know people very well. They are able to anticipate and meet people's needs, and they interact in a kind, friendly and caring manner. People lead happy and fulfilling lives and do things that are important to them. They have good relationships with care workers and are encouraged and assisted to make choices.

Care records are informative, up to date and clearly document people's wishes and intended outcomes.

The experienced and committed management team lead by example, showing kindness and compassion and set out clearly the values for the service in respect of person centred care. Care workers feel valued and supported.

There are governance arrangements in place to ensure the service runs smoothly and ensures that the well-being of the people living in the service is paramount.

Well-being

People are safe because care workers know what they must do if they think a person is at risk of abuse, neglect or harm. They are confident the manager would take any concerns seriously and take the action needed to safeguard people. Visitors to the service are given access by staff meaning they know who is in the property at all times.

People's well-being is enhanced by the environment in which they live. The service is well maintained, clean, safe and homely. People can spend time alone or with others, and the garden offers a pleasant alternative to the house should people wish this.

People have very good relationships with those who care for them. Interactions are friendly; light-hearted and supportive. Care workers know people extremely well. They know who and what is important to them and can anticipate their needs. Relatives are particularly appreciative of the relationships people have with those caring for them, with one saying: *"We don't know what we'd do without Chapel Hill. The staff are amazing"*. All relatives we spoke with confirmed their appreciation of the service.

People can do things they enjoy and care workers are flexible in their approach to make sure care and support is really person centred. Care workers know people very well, describing the people living at the service as *"like family"*. The manager seeks ways to enhance people's well-being and care workers regularly suggest activities both within the home and in the local community which people can attend and enjoy if they wish to. Links with family are encouraged where appropriate and arrangements are made to assist people to maintain this contact whenever possible.

Care and Support

People's physical health needs are met. Referrals are made to specialists as necessary and routine health checks are carried out. People attend for dental and opticians appointments and some people have input from services including Speech and Language and Physiotherapy to make sure their needs are best met. Attention is paid to people's oral hygiene needs.

Care records are maintained. Each person has a day and night record and entries are informative, detailed and person centred. Care plans include the expected outcomes and are written for a range of care and support needs. Care plans are specific and give useful information to help care workers safely carry out their duties. They also contain information for staff to recognise signs of when people are becoming unwell or distressed and the actions staff should take. All care workers spoken to were fully aware of the support each person requires.

People are supported with their personal care needs. Care workers told us support is never rushed and they have the time to spend with people. Choice is offered whenever possible, for example, in activities carried out both in the home and in the wider community, menus chosen, clothes worn and bedtimes. People appear well groomed and take pride in their appearance. Care workers take care of people's laundry in the well organised and equipped laundry room.

There is an understanding of the importance of good nutrition and efforts are being made to offer healthy meals to people. Meals are made by care staff using fresh ingredients. They have a good knowledge of people's likes and dislikes. Special diets are catered for with care workers understanding the reasons for these and their important role in making sure such diets are prepared correctly. Food and drinks are available outside of mealtimes and people are encouraged to make choices about their meals.

People can do things they enjoy. On the day of the inspection a number of people told us they were excited to go out on an excursion and meet up with their friends from other services and the local community. Staffing levels are arranged around people's choices, and the staff team are extremely flexible to accommodate people's wishes.

Environment

People live in a service that is suitable for their needs. Accommodation is provided over two floors with all bedrooms having ensuite facilities. The home is maintained to a high standard and any repairs or improvements are made promptly. The home is homely and comfortable throughout and we saw people moving about freely within the communal rooms and their own bedrooms.

Care workers are responsible for cleaning the service and this is done to a very high standard. All areas of the service are very clean, clear of clutter and in good decorative order. Workers are satisfied with the cleaning products they have, and also have enough time to carry out their cleaning duties as well as care and support.

There is a communal kitchen/dining room and spacious lounge for people to spend time with each other. There is also a sitting area on the upstairs landing which is well used. Bedrooms are personalised in people's chosen colours and furnishings and express the individual character of the occupant. There is enough room in the bedrooms for people to spend time on their own if they choose to do so.

The home is located in a rural environment which offers countryside views and a calm and peaceful setting from all aspects. There is a large, well maintained garden which is level and largely laid to lawn, for people to enjoy as they wish.

Leadership and Management

Governance arrangements are in place to ensure the smooth running of the service. The provider has a clear vision of the support it wants to provide, and a positive regard to each person in the home. There is good management oversight of the service: the Responsible Individual is in regular contact with the home and provides good support to the manager. People know how to make a complaint if they need to and are confident the manager would listen to them if they did. The staff team hold regular discussions with people, their representatives and healthcare professionals involved in their care.

As far as possible, the provider takes appropriate steps to safeguard people from neglect and abuse. All care records clearly state any risks to people's well-being and detailed risk management plans help to keep people safe and as independent as possible. Care workers recognise their personal responsibilities in keeping people safe. They are aware of the whistleblowing procedure and are confident to use it if the need arises. They would approach the manager but would also contact external agencies such as the local safeguarding office if they thought they needed to.

The provider ensures there are always knowledgeable and skilled employees available. Care workers undertake training relevant to the people they support and all those spoken to said this provides them with a good understanding of their roles and responsibilities and the best ways to support people. Regular supervision meetings give care workers the opportunity to discuss their work and to keep up to date with developments in the service. In addition to formal supervision all care workers told us the manager, RI and colleagues are always available to offer informal advice and assistance whenever required. Six-monthly quality of care reports are available, which identify actions and planned improvements for the service.

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.

Area(s) for Improvement

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	
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