



Inspection Report on

Harvest Care Home

**Tiers Cross
Haverfordwest
SA62 3SB**

Date Inspection Completed

02/09/2024

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About Harvest Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	West Wales Care Ltd.
Registered places	15
Language of the service	English
Previous Care Inspectorate Wales inspection	11 August 2023
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

People receive a person-centred service and are positive about the impact it has on their lives. There is a consistent team of support workers, who respect people and work in line with their individual plans. There is an enabling culture at the service and people are supported to maintain their independence.

The environment effectively meets people's needs. There are a variety of one or two bedroom cottages available for people to live in, each one is highly personalised. The provider has systems in place to ensure the environment is safe and supports people to achieve their goals.

The Responsible Individual (RI) is also the manager at the service. They work at the service daily and are well known by people and their support workers. Information from the RI's visit reports and internal audits is used to inform their six-monthly quality of care review.

Well-being

People know what support is available to them and the person-centred approach at the service helps them achieve positive well-being outcomes. People are supported to remain as healthy as possible because the manager effectively involves health and social care professionals. People's individual circumstances are considered and staff support them to do the things that matter to them. People live in a service that does not offer an 'Active Offer' of the Welsh language and this does not impact their well-being.

People are protected because of the safe recruitment processes and care workers register with the work force regulator, Social Care Wales. People get the right care and support because of the service's effective induction and ongoing training programme. People are protected from abuse and neglect because care workers know which agencies they can report any issues to. People have open and honest conversations with the whole staff team and are confident to make a complaint if needed.

People live in highly personalised one or two bedroom cottages and are encouraged to maintain their own homes in line with their choices. Support workers help people with domestic tasks when needed. The communal areas enable people to do things they enjoy, such as socialising or pursuing interest. The gardens and outside spaces are accessible and well used, so that people can do things that matter to them, such as spending some quiet time alone or exercising.

People have a voice and input into the running of the service because they know the Manager/RI. Interactions with the staff team are friendly and understanding. People are involved in quality assurance programmes. Governance processes focus on developing the service by using information from surveys and audits. The Quality of Care Review identifies areas to improve following consultation with people who live and work at the service.

Care and Support

People are very positive about the individualised service they receive. A team of highly skilled and experienced support workers know people well and encourage them to be as independent as possible. We saw many understanding and enabling interactions between people who live and work at the service. Support workers help people to accomplish their own specific goals, when discussing an achievement a worker said, *“he is so chuffed he did it and he is so pleased with himself”*. People know the staff team well and value the support they receive, they told us, *“They are great no problems”* and *“The staff are so good”*

The manager assesses people before they move into the service, to ensure their needs can be met. Each person, their support workers and professionals are involved in developing and maintaining personal plans. People review their plans, with their key workers every month to ensure they are up-to-date and focus on what they want to achieve. Thorough risk assessments help to keep people safe, while promoting and maintaining independence. The manager ensures any restrictions to people are done so legally, with the correct documentation in place. People and their support workers are fully aware of these restrictions and know what actions are required to enable people to take part in activities safely. People continue to pursue their own specific interests at the service, such as repairing motor vehicles, playing musical instruments, exercising, drawing and playing online games. People enjoy activities such as, volunteer work placements, accessing their local community independently or with support if required and maintaining relationships with their family and friends.

People are encouraged to have control over their lives and as much as possible make their own decisions. There are sufficient numbers of support workers available to meet each individual's needs and we saw many respectful and encouraging conversations between people and their support workers during the inspection.

Environment

The service is split up into a number of one or two bedroom cottages and communal spaces. Each cottage reflects the people who live there and are decorated to their individual likes and preferences. People choose their own décor and have items that are important to them, such as books, technology and musical equipment. People are encouraged to independently maintain their homes, support is available when required. The accessible grounds are used by people to exercise or relax in. People socialise with each other, their friends and families in their own homes.

The provider has replaced most of the windows and external doors at the service as well as two kitchens and a bathroom. The provider has a plan for further developments to the environment to enable the service to improve people's well-being. Day to day maintenance issues and repairs are resolved quickly by the provider.

The manager ensures regular health and safety audits of the property and equipment are completed. Fire safety testing is up to date and Personal Evacuation Plans are individualised and available in emergencies.

The kitchen has a food hygiene rating of five. People are encouraged to be as independent as possible and have access to their own kitchens. Support workers help people to do their own food shopping if requested. People are positive about the freshly prepared meals and told us there are always alternative dishes if they choose.

Leadership and Management

The provider has good oversight of the service. The RI is also the manager of the service and is well supported by the deputy. People have positive and trusting relationships with both and we saw many open and friendly interactions between them. There is an open and encouraging culture at the service, that helps people achieve their goals. Support workers value the leadership and guidance from the RI/Manager, one said, “[RI] is easy to talk to, she will get things sorted. The residents really respect her”.

The provider has good arrangements in place for monitoring, reviewing and improving the quality of the service. The RI/Manager is based at the service and talks to people who live and work at the home on a daily basis. They complete quarterly visit reports that record their discussions with people and their support workers as well as actions to improve the overall service offered. Feedback from people, care workers and professionals along with analysis of surveys informs the six-monthly Quality of Care Review.

The required pre-employment checks take place before new staff start work. Care workers register with the workforce regulator, Social Care Wales. New staff receive an induction and shadow an experienced member of the team to help them understand their role. Support workers receive regular supervision with their line-manager that focuses on the outcomes of people who live at the service. There is effective and open communication between the whole team, a support worker said, “Supervision is good but we communicate well and basically have supervision every day”. Ongoing development is a mixture of E: Learning or face to face training and care workers describe it as interesting and helpful.

Highly skilled support workers take time to develop open and trusting relationships with people. They understand people’s individual needs, help them to make informed decisions and respect their choices. A person who lives at the service told us about the support they received through a difficult period and said, “They (all staff) are like my angels”.

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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