



Inspection Report on

Cherry

Denbigh

Date Inspection Completed

16/07/2024

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About Cherry

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Mental Health Care (Highfield Park) Limited
Registered places	2
Language of the service	English
Previous Care Inspectorate Wales inspection	25 November 2022
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

People's quality of life has been enriched living at Cherry. There are plenty of creative activities and opportunities for them to have new experiences with positive risk taking encouraged. Staff spoke about the benefits of having a consistent team and approach resulting in people feeling understood, safe and settled. Staff comments include *"The quality of care provided by staff stands out"* and *"I will recommend it to everyone and anyone who needs a high level of care"*. They also said staff *"are consistently attentive and compassionate, ensuring that each resident receives personalized attention tailored to their specific needs"*.

There is very strong leadership and management of the service. Staff repeatedly told us about improvements made by management having a positive impact on people, who are achieving their goals and exceeding expectations. Staff are highly skilled, motivated and receive extensive training which is very effective in meeting people's complex needs. Staff responded *"Excellent"* when asked how valued and supported they are and having opportunities for learning and development.

There is robust oversight by the Responsible Individual (RI) with systems and processes in place to continually improve service delivery. Management meetings and focus groups are exemplary in supporting the sharing of good practice and lessons learnt to further enhance the service.

Well-being

People have strong control over their daily lives. Their preferences are always acknowledged, specific routines are followed and privacy and dignity is valued and respected by all staff. Communication is highly effective with visual information and signing used by staff to further aid understanding, support people to express themselves and promote choice making. A service can be provided in Welsh or English recognising peoples preferred languages and cultural identity. The staff team are fully focused on using a consistent approach to provide care and support which is extremely person centred. People benefit from having positive relationships with staff they really like. They share interests with them and enjoy spending quality time together doing different activities.

Peoples physical, mental health and emotional wellbeing needs are superbly met by staff offering a very high standard of care and support. Health needs are closely monitored with clear, accurate records kept of all appointments including contact with professionals. Health referrals are made and followed up whenever their needs change. Personal plans contain extremely detailed information about people. Staff commented, an *“individualised approach not only addresses medical requirements but also enhances emotional well-being, fostering a sense of security and comfort among residents”*. Healthier lifestyles are promoted with fun activities and exercise such as walking, swimming and cycling. Staff told us, *“A diverse range of engaging activities keeps residents physically and mentally active, while nutritious and varied meals cater to all dietary needs and preferences”*. People are consistently achieving their goals which are celebrated. Their skills are increasing for example with cleaning, cooking, preparing snacks, drinks and shopping. Staff comments include it is *“Rewarding to see residents doing so well”*.

People spend time with their families and also have trusting relationships with staff they feel safe and secure with. Staff comments include *“I feel the staff and managers we have in place now have the full trust of the residents and hold a brilliant rapport”*. This has resulted in reducing restrictions with staff actively seeking out new opportunities for people to have more positive experiences and improve their lives. Comments also include, staff are *“incredibly attentive and compassionate, ensuring personalized care that meets both medical and emotional needs”*.

People are well protected from harm. Staff receive a wide variety of training and are fully aware and reminded of their responsibilities to speak up and report any concerns. Information about incidents is clearly recorded and carefully analysed to identify any patterns or actions needed. Positive risk taking is expertly done with robust plans, approaches and strategies in place to support people in a safe way.

Care and Support

People have extremely detailed personal plans in place. Information is comprehensive ensuring consistency and continuity of care and support from a very dedicated staff team. Plans are created with people, their families, staff and any other professionals involved. Reviews are held to help people make real changes to their lives both now and in the future.

High quality care and support is designed with people, tailored to them and they are listened to and involved at all stages. Support provided is exceptional, enabling people to have a voice and be in control of what happens in their lives. Staff communication is highly effective, in promoting choices and decision making. Cherry is currently going through the autism accreditation process. The manager and staff are working closely with the assessor who carries out observations, offers advice and provides support for staff to implement different ways of doing things. Staff commented *“Having a consistent staff team and managerial structure, this helps keeps everyone on the same page to follow routines”*. The manager and staff told us with consistency of support and careful planning there has been a significant reduction on restrictions previously in place for people. Staff said, *“The quality of care provided by our staff stands out prominently”*. They also told us *“I highly recommend this care home because of its exceptional commitment to providing a high quality of life for its residents”*.

The manager and staff spoke about people’s achievements which have made a real difference to their lives. This includes increasing skills in communication, independence, trying new things and going on adventures. Management encourage staff to be highly creative and offer suggestions about what to try next. They are enthusiastic about supporting people to plan for outings and go on holiday for the first time. A recent trip to a sensory centre surprised and inspired staff to plan for different types of trips based on what people had liked during their visit. A board in the dining room displays photos of people enjoying activities and visiting new places. Examples include going to the trampoline park, arcades, astro turf, golf driving range, walking up mountains and eating out at different restaurants. Theme nights and events are celebrated including ‘world doughnut day’. Arrangements are underway for the annual summer fair, bringing people, families and staff together to have fun.

The service promotes hygienic practices and manages the risk of infection. Staff have access to personal protective equipment, receive training and have policies in place for them to follow. Infection control audits are also completed to identify and address any issues.

Environment

People live in accommodation which meets their complex needs. Consideration has been given to creating an autism friendly environment by making changes and adjustments including colour schemes and noise reduction. Visual aids are used in different areas of the home to assist with understanding, orientation and increase people's independence.

Bedrooms are personalised in keeping with people's preferences, choices and take in to account their sensory needs. Staff commented the *"Environment is lovely"*. There is a private garden area which needs some attention for it to be a pleasant space for people to enjoy and spend time in. The manager told us about plans for this, showed us their garden inspiration photos and items already purchased to make sensory texture and fidget boards.

The environment is safe, secure and well maintained. Personal emergency evacuation plans include peoples preferred items or incentives to leave the home quickly. The shed outside has items of clothing for people to access if needed. Audits include health and safety to ensure standards are being maintained with any concerns raised promptly. Staff comments include *"The environment is always clean, safe, and well maintained, promoting a sense of security and comfort"* and *"It's a safe environment"*. The manager and staff are extremely complimentary about the maintenance team and how efficient they are at carrying out any work needed. Staff told us it is the *"Best maintenance team we have ever had"*. They also told us *"The care home is committed to maintaining high standards of cleanliness, safety, and resident well-being, making it a fulfilling place to work"*.

Leadership and Management

People are supported by a highly motivated, skilled and dedicated staff team. They all responded “*Excellent*” when asked if they feel valued and supported. Bimonthly supervision sessions focus on staff strengths, providing support for them and a safe space to discuss any issues. Staff told us “*We have a great team that cooperate and support one another*”. An extensive range of training topics ensure staff can meet people’s complex needs effectively. Staff have plenty of opportunities to learn and develop in their careers and consider this to be “*Excellent*”. They told us “*The management is responsive and provides ample opportunities for professional growth through continuous training and development programs*”. The manager attends training sessions to check on the quality and suitability of these, providing feedback which has resulted in some changes and improvements being made. The manager has also created a short guide for staff explaining how to update their own training for registration with Social Care Wales.

There is innovative leadership and management. The service is consistently well managed and led by the manager and deputy manager who are passionate, enthusiastic and committed to ensuring support is of a very high standard. Staff told us “*The staff here are dedicated and compassionate, fostering a collaborative atmosphere where teamwork is highly valued*”. They also commented “*The team leader is very inspirational and hard-working*”. Staff spoke about positive improvements that have been made praising the new management structure, teamwork and a “*Harmonious and consistent staff team*”.

A positive culture is promoted with company values embedded into practice. Staff are aware of the values; these are displayed within the home and revisited and discussed during team meetings. Staff are extremely complimentary about working at Cherry. They told us “*I would highly recommend working at this care home because of the supportive and positive work environment it offers*”, “*Management are supportive. I enjoy working here*” and “*I am very pleased that I am a member of the Cherry staff team*”. Staff comments also include “*This care home truly stands out as a place where residents can thrive and feel valued*”.

Governance arrangements ensure a very high-quality service is continuously provided to people. The RI has high expectations and visits the service every three months and six-monthly reports and compiles comprehensive reports to make improvements. Monthly management meetings and different focus groups are held to provide support for each other, share good practice and any lessons learnt to further enhance the service. The manager spoke about a presentation they are preparing to give about Cherry to other managers and directors of the company.

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
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