



Inspection Report on

Highfield House

Denbigh

Date Inspection Completed

09/09/2024

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About Highfield House

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Mental Health Care (Highfield Park) Limited
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	22 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 and relatives responded *“Excellent”* when asked about the care and support provided at Highfield House. Relatives commented *“I am so happy that my son lives at Highfield House”*. Staff are highly creative and actively support people to have new experiences and achieve their goals. People commented *“I get to go to places I have never been to before. I get to try things I have never tried before”*. Staff said, *“You get to take part in taking them for big days out to cities, theme parks, going to the theatre etc”*. People benefit from having strong, positive and trusting relationships with staff. They said, *“It’s like a home from home all the staff are like brothers to me”* and *“The staff are kind, fun, they always make me smile when they are in”*.

A highly skilled, dedicated and well-established staff team feel well supported, valued and have opportunities to learn and develop, commenting on this as *“Excellent”*. Staff said *“We always learn as a team and find ways to get better. I just think it’s such a great place”*. They commented *“We are a very good staff team. We value ourselves very highly”* and *“I thoroughly enjoy working with the team and manager”*.

Governance arrangements, innovation and a positive culture drives improvement. The responsible individual (RI) visits Highfield House, reports are produced based on detailed analysis of information which is expertly done to make improvements. Monthly management meetings and various focus groups are exemplary at sharing information, good practice, lessons learnt and improving service delivery.

Well-being

People have very strong control over their day-to-day life. They are fully involved in making decisions and plans each day and for their future. Staff have an in-depth understanding of people and how to effectively communicate with them. There is a clear commitment to the active offer of Welsh with information translated and practices incorporated into the home.

Peoples physical, mental health, emotional wellbeing needs and goals are consistently and effectively met to a very high standard. Health needs are closely monitored with appointments, referrals and wellness checks successfully completed. Professionals commented *“My client is thriving there”*. Staff encourage healthier food choices and exercise. People have meaningful activities to participate in. Staff commented *“The manager of the house is very helpful and always goes above and beyond to make sure that the service users have plenty of activities to take part in and that they are happy”*. People said *“I like living here. It's a nice house and I get to go out and do things that I love like theatre, shopping, gym, cinema and boardgames”*. They also told us, *“I recommend living here as it feels like a home and I get to take part in a variety of activities”*, *“Everything is good about here”*, *“I love it here so much”* and *“it's incredibly fun”*. People are supported to achieve their goals and the manager provided many examples of these which have made a real difference to their lives. Professionals said, *“They have a real understanding of the individual and continue to be creative when supporting him so that he may achieve his outcomes and grow as a person”*.

The manager and staff actively seek out opportunities for people to have new experiences. Professionals commented *“My client is supported in all aspects of his life and new activities are always being trialled”*. Relatives confirmed people are trying out new things. Staff support people to plan for their next adventure. On the day we visited, people went for a day trip to Blackpool. Staff had supported a person to buy a ticket and go to watch the Eurovision song contest.

People have positive relationships with each other, their family and friends and staff supporting them. Professionals commented *“The home facilitate my client to maintain good contact with his family”*. Staff commented *“The staff have built excellent and supportive relationships with the service users”*.

People are well protected from harm. Staff use approaches, strategies, assessments, training and policies to support people safely. The manager carries out extensive and detailed analysis of incidents to gain an in-depth understanding and make improvements to practice. A digital photo frame at the entrance of the home provides valuable information including how to raise concerns.

Care and Support

Personal plans contain extremely detailed information about people's specific care and support needs. Relatives commented *"All care is based on the individual's need"*. People are fully involved in their plans which are updated and regularly reviewed. Reviews include people, their families, advocates and other professionals. Professionals commented *"All meetings, reviews and correspondence reflect the positive attitude towards my client"*.

People are provided with high quality care and support through a service which involves them, considers their personal wishes, and any risks. Relatives commented on the care and support provided to people as *"Fantastic"*. The manager is available for people to chat with throughout the day and people told us *"I can talk about anything"*. Their wishes and personal preferences are recorded and respected by all staff. The manager told us they are extremely proud of the way they have supported people with the bereavement of their family members and attending their funerals. Staff commented *"Such a great manager, listens and really cares about the staff and the residents"*. They said, *"I go home feeling good about the work I've done helping people"*.

People's skills, confidence and self-esteem has increased. They are using different forms of transport, travelling and shopping independently, setting up a small business, carrying out voluntary work and helping out more around their home. A relative told us *"I am over the moon"* with what they are doing, going shopping, working by themselves, trying new things and being so independent now *"All thanks to the staff there"*. People are supported to plan for their future including moving on to other services. A professional told us there is a culture shift from day one of people moving into the service. They commented *"This is not the end of their journey; they have something in their future. People believe and it is heartening to see"*. Positive risk taking is promoted resulting in reduced staffing levels, greater independence and opening up more opportunities. People commented staff *"take me places I enjoy, and they help me to go in the community on my own"* and *"I get to go out and do things I really love to do"*.

The service promotes hygienic practices and manages risk of infection. Staff complete infection control training, audits and there are policies for them to follow. Personal protective equipment is available for staff. Staff commented *"I feel that in the care home we all work very hard and make sure the home is clean and tidy"* and *"We are all very good at trying to keep on top of the cleanliness of the home"*.

Environment

People are involved in how their home looks. The lounge is nicely decorated with comfortable sofas, cushions, rugs, ornaments and canvases on the walls and a large tank with fish in. Photo canvases have been purchased from a person living there and displayed on the wall in recognition of their exceptional photography skills. The dining room has flags hung up of all the different countries and a map of the United Kingdom for people to discuss and learn more about the world. A cinema room has sofas set out in rows and provides a relaxing space. People can enjoy watching a movie on a projector, play computer games and they have their own arcade machine. They have chosen pictures of their favourite movies which have been framed and hung on the walls. People's rooms are personalised reflecting their own interests for example their favourite characters and sports teams. Signs inside and outside the home are provided in Welsh, English and pictorial to further aid understanding and orientation. People told us *"I like everything about the house, my favourite rooms are the front lounge and my bedroom"*. Professionals commented on a 'homely' feel and staff said, *"The care home has a real homely feeling to it"*.

The outside area goes all the way around the home. At the front of the house there are artificial flowers, a lemon tree, solar lights, a water fountain and a bench. The manager explained each person has a different area they prefer which provides them with a safe place to relax and enjoy. This includes a secluded section with a shed for watching the birds visit feeders, a basketball area, a place to watch traffic and access to a large field across from the home. A person told us *"I also like to sit on the bench in the garden with a cup of tea"*.

The service provider identifies and mitigates risks to health and safety. A wide range of audits are completed including health and safety to address any issues. Policies and training are provided for staff to keep everyone safe. The manager told us the maintenance team are responsive, understand the people who live there and have a laugh with them. On the day we visited a person had reported some issues which were already being fixed. Improvements have been made to the home with painting and three new ensembles. The manager spoke about plans for the next phase for all remaining rooms to have ensembles as well as other scheduled work.

Leadership and Management

A highly motivated, skilled and stable staff team receive comprehensive support and training. Recruitment checks are completed and staff files contain the information required. Staff are registered with Social Care Wales, the workforce regulator. Staff said, *“Our work environment is very happy and has a go get it kind of attitude which means all new staff who come to us learn a great deal and become very effective at the job”*. They also said, *“My manager has also been helpful in making sure I’m good at the different areas of my job”*. They told us *“The manager is really supportive and helps us with work and puts in time to help us in our personal life if we need it as well”*. There is a wide variety of training for staff who told us *“The training given both prior to starting to work with the service users was gold standard and the ongoing support and advice given by both my colleagues and by the manager has been invaluable”*.

Innovative leadership, governance and a positive culture continually drive improvements. Staff commented *“The systems in place work well and the staff team is well trained and are very considerate”* and *“The home is well run”*. The RI visits three monthly and a comprehensive six-monthly quality of care report is completed to improve service delivery. They actively seek out opportunities to learn and share good practice with monthly management meetings including end of year presentations about their service. At the last meeting the RI led a development session on egos. The manager is involved with different focus groups and explained their positive impact, resulting in improvements for people and also staff.

A positive culture is promoted and the manager provided many examples of this. Company values are clearly displayed and staff training includes equality and diversity. Events and theme days bring people, staff and others together to learn, have fun and make memories. People are choosing a country, designing their own menu of traditional foods, buying, preparing and serving it to their housemates and staff to enjoy together. Staff commented *“It’s a great working environment”*, *“My experience of working here has been a very positive one”* and *“I come to work every day feeling very positive and I always leave feeling even more positive. That is due to the excellent work done by both the manager and the staff under his guidance”*. They also said, *“It’s a pleasure to work at Highfield House”* and *“Highfield house is the best care home I’ve ever worked in. It’s such a nice place to work and seems like such a great place to live”*.

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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Date Published 14/10/2024