



Inspection Report on

Orchard View

Denbigh

Date Inspection Completed

20/05/2024

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About Orchard View

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	9 November 2021
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 told us they are happy living in Orchard View. They are involved in their personal plans and reviews and are able to make changes in their lives. They are provided with person centred care and support from staff who know them well and encourage their independence. People pursue their own interests, access a wide variety of activities, find work, go on holidays and try new experiences. Positive relationships have been formed between people and staff. Staff ensure people keep in contact and facilitate visits for them to spend quality time with their families. People like their homes and are proud of where they live. Improvements have been made to both inside and outside people's homes.

Staff told us they feel supported, valued and work well as a team. They receive training and are provided with opportunities and encouraged to progress in their roles. Feedback from staff about the management of the service is positive.

There are systems and processes in place to ensure good oversight of the service. The responsible individual (RI) visits Orchard View to look at what is working well and any improvements needed to further improve service delivery.

Well-being

People have control over their day-to-day life. They make choices and decisions about what they want to do each day and in their future. Plans contain information about important people involved in their care and support and decision making. Plans also include people's preferences for who they want to be supported by and how best to communicate with them. Professionals commented on there always being choices about daily living and activities.

Peoples physical, mental health and emotional wellbeing needs are met. Plans contain information about people's diagnosis, what this means for them and the support they need. They have access to health professionals and are supported to attend appointments. People told us they are encouraged to stay healthy and well including weight loss and exercise. We saw pictorial aids showing easy walks for people to complete. Staff are matched with people who have shared common interests and people enjoy going on different holidays with their preferred staff members. People are achieving their goals and have plenty of opportunities to participate in lots of meaningful activities. For example, gardening, shopping, attending college courses, going to clubs and using public transport to travel around. They are supported to find work, complete application forms and attend interviews. People call at each other's homes for a chat, cup of tea or offer to make an evening meal for one another. People told us they are happy living here. Professionals also told us they are happy with the support people receive at Orchard View. The manager commented they are *"All wonderful people"*.

People are protected from harm. People, visitors and staff have information which is easily accessible to them about how to raise concerns. Staff receive training in safeguarding and there are policies in place for them to follow. Strategies and approaches are used, and risk assessments are completed, to keep people safe. The manager is also a trainer for an approach which follows safer care practices. Positive risk taking is encouraged to open up new experiences for people and further enhance their quality of life. Management are available for people to chat to or discuss any issues they may have.

Care and Support

People have accurate personal plans in place. Plans are produced and reviewed with people and those involved in their care and support. Professionals told us reviews are well organised, person centred and individuals also give positive feedback during reviews and visits. People are able to make changes in their lives and what they want in the future.

People are provided with good quality of care and support; they are involved and consideration is given to their personal wishes and any risks. Professional commented communication is excellent and they are kept informed and involved as well as families in people's care and support. Personal plans are very person centred, including people's likes, dislikes, detailed routines and any preferences for their support. A specific approach is used to set, monitor and support people to achieve their goals and the manager leads on a focus group for this. It includes people's short and long-term goals, their individual and ultimate goals. Staff record people's progress daily; senior staff review this monthly with management oversight. A guidance sheet has also been provided for staff around what information needs to be recorded. The manager spoke about people who would like to move and how focus is placed on increasing their independence and skills in preparation for this. Professionals commented on support being person centred and independence is always encouraged. Staff comments include they "*look out*" for people and provide opportunities for them to be more independent. Personal plans include information about support with relationships, family contact and home visits, which are facilitated by staff. Staff receive training and follow strategies and approaches in place to support people safely and reduce risks whilst encouraging positive risk taking. Management and staff know people well and can identify when additional support may be needed and provide this at an early stage. People call in to see the management either in the office or ask them to visit their home. We saw the manager providing people with reassurance, advice and support.

The service promotes hygienic practices and manages risk of infection. Staff have access to personal protective equipment (PPE). Infection control audits are carried out and policies and training are provided for staff. An infection control lead is being appointed to monitor and maintain standards.

Environment

People live in homes which are personalised and encourage their independence. Orchard view consists of five individual terraced houses. People showed us around their homes and told us they like how they look; they help to choose the décor and this reflects their own preferences, hobbies or interests. People are proud of how their homes look and keep them clean and tidy. People spoke about items they had picked or created and comfortable furniture that suited their needs. Homes are personalised and adapted to meet people's different needs. For example, adapting a bathroom into a wet room, providing push button door exits and an accessibility ramp outside. There is a large, shared garden area which has fencing all around it to afford people their privacy. There are tables and chairs for people to use and planters for those who enjoy gardening. People's homes have been decorated differently outside with mosaics, flowers and garden ornaments. Staff comments include "*great surroundings*".

The service provider identifies and mitigates risks to health and safety. Staff complete audits including health and safety to identify and address any issues. Fire checks and drills are carried out and recorded. People have personal emergency evacuation plans (PEEPs) in place which include any conditions which may affect people leaving in the event of an emergency. Staff complete training to keep themselves and others safe and there are policies and procedures to follow, which are reviewed and updated. The manager told us maintenance are very responsive and come instantly if anything requires urgent attention. The manager told us when work needs to be done arrangements are made to ensure this causes the least amount of impact on people. An outside office is being used by management and we discussed ensuring adequate ventilation.

Leadership and Management

People are supported by staff who are recruited, valued and trained. Staff files contain the necessary information and disclosure and barring service (DBS) checks are completed. Staff are registered with Social Care Wales (SCW) the workforce regulator. Staff complete in-depth inductions and we spoke with the manager about recording this. The manager is part of a focus group for recruitment and spoke about policy changes around paternity leave and how this has been beneficial. Staff told us they mostly feel valued and supported with helpful, supportive management who give them regular feedback. Staff receive bi-monthly supervision and attend team meetings where they can raise, discuss and reflect on any issues. The manager told us staff get on well. Staff commented on a good staff team who work well together, provide consistency and ensure the best care for people. Training is provided to ensure staff carry out their roles and responsibilities effectively. Staff commented on their learning and development as either excellent or good. They told us about a well-trained staff team with good staff morale. Staff are given opportunities and encouraged to progress in their roles. They are complimentary about having a good management team. Professionals told us management and care staff present themselves very professionally.

There are governance arrangements in place to support the smooth running of the service and ensure good quality care and support for people. The RI visits the service every three months to look at what is working well and any improvements needed. This includes speaking with people and staff and looking at a selection of records including complaints. Quality of care reviews include some feedback about the service and good analysis of incidents and learning from these. The manager is supported by a deputy manager, both have worked at the service for a long time. Professionals told us they find the management to be very accommodating.

A positive culture is promoted by the RI and management who look at ways to continually make improvements to further enhance people's quality of life. The manager told us the RI and other managers are supportive. Managers attend meetings and focus groups to share information and good practice as well as learn lessons to make improvements. The manager told us they are present, supportive, open and transparent with everyone, ensuring the company's values are embedded within the workplace. Staff comments include *"the company always helps when needed"*, *"Great care home"* and *"Great place to work, feel valued"*.

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
44	There are signs of general wear and tear in different areas of the home both internally and externally.	Achieved
44	The external grounds need to be appropriately maintained.	Achieved

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