



Inspection Report on

Highfields Nursing Home

**Highfield Nursing Home
Highfields Lane
Blackwood
NP12 1SG**

Date Inspection Completed

06/08/2024

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About Highfields Nursing Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Hartpark Ltd
Registered places	39
Language of the service	English
Previous Care Inspectorate Wales inspection	18 October 2022
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 told us they are happy and well cared for in the home. People appear well presented and look forward to visitors and trips in their local community. There are a range of activities available for people to choose from. Staff in all roles in the home are familiar with people and treat them with dignity and respect. The home has good links with external professionals to support people's wellbeing.

Some communal areas are decorated with the arts and crafts made by people in the home. The environment is clean, clear, and well maintained. There is a schedule in place to ensure all safety checks are routinely completed. People have access to specialist equipment as required.

People are supported by a stable and effective management team. The manager meets with people and staff each morning to ensure people are safe and well. Care workers and nursing staff have frequent opportunities for learning and development. Staff told us they feel supported in their roles.

Well-being

Feedback from people living in the home is positive. People told us they are looked after well and talk about their activities with enthusiasm. People do things that matter to them because the varied activity programme provides people with opportunity to engage in activities that suit their preferences. The home has recently purchased a vehicle to support people to spend time in their local community, as well as supporting visits to family, and any required appointments. There is an activity co-ordinator in post ensuring collaboration with the local community, resulting in a positive relationship with a local primary school. This has enabled people to spend time with the local school children, engaging in a wide range of shared activities such as visiting the school's Olympics. The school have been involved in supporting a garden project and helping people plant flowers and decorate a covered space. This has enabled people to feel socially valued in their community. We found people are well presented, and at ease in one another's company, as well as the company of staff. People praise the staff and speak highly of the manager. We observed staff in all roles interacting with people in a kind and respectful way. People get the right care and support as early as possible. Care staff attend to people's call bells in a timely manner.

People have control over their day-to-day life and are involved in the decisions impacting them. The home has provided a written guide to the service, which is clear and easy to read. It provides people with information about the support and opportunities available to them and is written in plain English. People's individual circumstances are considered. We saw the home involves people, their families, or representatives in their care reviews, to ensure people are at the centre of their care. People are supported to remain healthy and active. We read people's personal plans which clearly outlined the support people require to maintain their physical, mental, and emotional wellbeing. People are protected from harm and abuse. The service has a clear safeguarding policy and procedures and staff feel confident of their roles in safeguarding people. People told us they feel confident to raise any concerns with staff or the manager.

Care and Support

People are supported to achieve good wellbeing. We saw people interacting with one another and enjoying activities together throughout the inspection. People are well presented and supported to remain active within their community. People are familiar with long standing staff who know them well, and who anticipate their needs. Care staff and nursing staff follow the guidance set out in people's personal plans. The personal plans are clear and are based on the evidence gathered through initial and ongoing assessments. Personal plans outline people's preferences and areas of need. The manager completes detailed initial assessments prior to people moving into the home to ensure the service can meet their needs. Compatibility is considered at initial assessment to ensure there is minimal disruption to people already residing in the home. Nursing staff complete ongoing assessments and reviews to make sure the service is able to continue to meet people's needs as they change over time.

We saw reviews completed monthly for people by nurses, including the person and/ or their representatives. Reviews clearly show any changes for the person, and plans are updated accordingly to ensure care staff have up to date guidance at all times. Risks and specialist needs are considered in the care planning process. People are supported to be as independent as possible. Where people are unable to keep themselves safe, the necessary procedures are followed. Appropriate arrangements are in place with the Local Authority to ensure decisions are made in people's best interests, when required. Care staff complete daily records to evidence the care provided to people. We found the care notes are thorough, and accurate, and demonstrate care is provided in line with people's personal plans. People receive care in a timely manner, and call bells are answered swiftly.

Nursing staff manage people's medication. The home has an up to date policy and follows best practice for the safe handling and administration of medication. There are individual guidelines to accompany people's specific 'as required' medication to ensure people receive this consistently, and in line with their preferences. Medication is audited frequently and overseen by the manager and deputy manager. The service promotes hygienic practices and effectively manages infection, prevention, and control procedures. We saw staff wearing appropriate personal protective equipment and there are plenty of hand washing stations around the home.

Environment

Communal spaces in the home are decorated with arts and crafts made by people during activities, bringing a homely feel to the spaces. However, there are multiple written notes or posters on the walls and doors for staff to follow which detract from this. We discussed this with the manager and RI for their consideration. There is plenty of seating and specialist chairs in place to support people as needed. People spend time in two lounges, one of which opens out into the garden which has a covered patio area. This space has been uplifted by a variety of nice smelling plants and flowers and planted by the local school children. There is a dining area available in the home, though we observed people prefer to eat their meals in the lounges. People can visit with their families in a designated visitors room, or their own bedrooms.

People's bedrooms are personalised and have space for people to display photographs and personal items. Bedrooms are clean and tidy and provide a pleasant space for people to spend time privately when they choose. There are communal bathrooms located on each floor of the home. Bathrooms are frequently cleaned and contain specialist equipment to support people to shower. However, the bathrooms show some signs of wear and tear. The RI has acknowledged this and there is an ongoing plan to support maintenance and renovation in the home. The home has installed a large passenger lift to support people to navigate the building.. There is a dedicated maintenance worker in the home who people are familiar with. The home is currently being refreshed with some paint, and new flooring is being fitted into specific rooms to replace carpets.

The service completes regular environmental checks to ensure the building is safe and secure for people living in the home. All safety certification for the home is up to date. We saw evidence of actions taken when environmental audits have highlighted any areas of need. People can be assured the home is checked by external professionals for all utilities such as gas, electric, fire and water.

Leadership and Management

People benefit from the leadership and management in the service. The manager is familiar with people living in the home and has good relationships with them and their families. The management team complete regular audits and reviews within the service to ensure people are receiving care and support in line with their preferences and best practice. There are good governance arrangements in place to support the smooth running of the service. The RI completes regulatory visits to the home and seeks feedback from people as well as staff, and people's representatives. The RI completes audits and reviews on the adequacy of resources in the home and works with the management team to ensure the smooth running of the service. There is an up to date Statement of Purpose which outlines the way in which the service is provided. We found the management ensure the service is delivered in accordance with this.

Staff are suitably recruited, trained, and supported to carry out their duties. Staff are supported to register with relevant professional bodies such as Social Care Wales, the workforce regulator, as well as the Nursing and Midwifery Council as appropriate. Staff in all roles have access to continuous professional development and can access training suites from the local health board as well as the local authority. Learning and development opportunities in the service are varied and extensive. The manager is passionate about supporting staff development. Staff told us they feel well supported in their roles. We saw staff receive regular supervision sessions where they are able to discuss their practice, as well as their wellbeing.

There are enough staff on duty to support people effectively. Rotas are organised and planned in advance. Staff told us they are happy in their roles and speak positively about the support they receive and their opportunities to develop.

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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