



Inspection Report on

The Manor House St.Hilary

**The Manor House St. Hilary Ltd
The Manor House
Cowbridge
CF71 7DP**

Date Inspection Completed

07/01/2025

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About The Manor House St.Hilary

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	The Manor House St.Hilary Ltd
Registered places	30
Language of the service	English
Previous Care Inspectorate Wales inspection	6 June 2023
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People and their families are extremely happy with the excellent service they receive. Nursing and care staff are highly trained, attentive and go above and beyond to deliver individualised, quality care and nursing. Documentation around this is complete and of a high standard. People's health and well-being is promoted, with many people having very good outcomes.

The Manor House offers a beautifully presented and exceptionally well-maintained traditional environment which is warm, welcoming and comfortable. Outstanding measures are taken to keep the home clean.

A stable, experienced and highly qualified management team run a smooth service. All staff are trained, with the provider taking exceptional care to ensure they are suitable and competent to carry out their role. There is a low turnover of staff. Auditing systems ensure procedures are being followed.

The family run organisation insists on people being at the centre of the service. This can be seen in the compassion of all staff who show genuine care for people. There is a responsible individual (RI), who carries out their regulatory duties, considering the quality-of-care delivered. The provider invests in the service, making improvements where required, often influenced by people's views.

Well-being

People can speak for themselves and they are listened to. The provider ensures opportunities are given to people and their relatives to influence the individualised care through consultation at every point of assessment and planning. They also ask people how the service can improve and take action where possible to change things to suit the needs of the people living in the home. Some people are part of a 'food committee' helping to design the menus. When people find it difficult making decisions or speaking for themselves, there is excellent communication with their relatives or representatives so the person's views are known. One person told us "*Staff (in all parts of the service) are kind and considerate and make efforts to really know the residents and their families,*" providing an environment where people can make their thoughts known. Staff are attentive and encourage people to speak for themselves and make choices. Nurses and care staff are very good at anticipating people's needs and working out what they want or like.

The provider takes good measures to support people to stay healthy and active. Highly qualified nurses and well-trained care staff go above and beyond to promote people's health. They follow care regimes to good effect, helping to prevent people's deterioration when possible. The presentation of nutritious food encourages people to eat, and drinks are always available. Medication is administered by nurses in accordance with the person's daily routines and is monitored. Staff are good at noticing any changes in a person's presentation, and nursing staff quickly take action to involve external health professionals if this is needed. People are encouraged to take part in armchair exercises or carry out their physiotherapy exercises.

People are happy and do things they like to do. There is a focus on family contact. One relative commented "*Family and friends are welcome to visit throughout the day, which is so important.*" People told us how much they enjoy the regular activities and visiting entertainers. We saw people have access to personal items which supports their interest and hobbies. People are also encouraged to try a new hobby, such as flower arranging. People told us they can choose where and who to spend their time with. The beautifully presented environment and gardens promotes people's well-being.

The home environment is safe, and people are kept as safe as possible from harm. Very well organised systems ensure the home is cleaned and maintained to a high standard. Services and equipment are tested and serviced appropriately. Staff follow infection prevention procedures. The provider ensures all staff and volunteers are fit to work with people, checking with external authorities as required. Documentation and medication are stored securely. There is CCTV to monitor communal areas helping to keep people safe.

Care and Support

The service ensures good quality, personalised plans are developed in consultation with the person and/or their representative. A senior member of the staff team meets with the person and/or their representative to gain as much information as possible. Risks are considered and tailored plans are in place which detail how the person would like their care delivered. The clinical needs of the person are clearly outlined with additional information around the person's social needs. Reviews of the personal plan take place when required and an exceptionally comprehensive annual review is completed, involving the person and/or their relative, commissioners and the provider. When people find decision making difficult, the service is highly organised in registering this with the required authority to ensure a person's wishes are considered.

Compassionate staff provide people with outstanding care and support to meet their health needs. People and/or their relatives overwhelmingly told us the staff provide "*Excellent*" care and support. Nurses and care workers anticipate people's needs and are extremely attentive. There is exceptionally good clinical oversight, with nurses identifying issues quickly and addressing these to help prevent risks to people's health, including prevention of pressure damage to skin. This is supported by the dedication of the care workers who never miss assisting a person with their needs, including repositioning. All care records are complete, relevant and detailed, including those around weight. Food and fluid are provided to suit the needs of the person and adapted if required. Oral health champions check people have good mouth hygiene. Medication management, from storage to administration, is extremely well organised and accurate. Some people experience exceptional outcomes, making significant progress in their mobility and where possible are able to return to their own home.

The provider is highly successful in supporting people's mental health and emotional well-being. We saw warm interactions between people and all staff members, and one person told us "*I feel wanted*" which they feel is important. Staff pay attention to the details which make a difference to people, from providing a favourite newspaper to ensuring a person is wearing their preferred jewellery. One relative told us "*I am really impressed by the time and effort spent ensuring that the residents' mental health does not deteriorate by way of social activities arranged for all,*" and many told us of the various activities they attend, including chair yoga, arts and crafts. Several times a week people come together to sing in a choir. This is run by the provider, giving opportunities to chat with them about what's going well. People especially enjoy mealtimes and look forward to freshly prepared, quality, nutritious food as the menu is developed with them. When people are struggling with their mental health needs, this is quickly identified and help offered.

Environment

The provider takes exceptional measures to ensure the environment is homely, welcoming, and meets people's needs. The Manor House is beautifully presented, people and their relatives appreciate the traditional style with high quality décor and furnishings. The providers' attention to detail, such as flowering plants in the lounge and immaculately laid dining room, promote people's well-being. The provider uses subtle signage to avoid the home presenting institutionalised, with changes being made to incorporate the Welsh language. The Welsh culture is celebrated throughout the home with a selection of maps and pieces of art. People personalise their bedrooms and enjoy personal items such as photographs, being close at hand. The housekeeping team keep all areas of the home hygienic, with people and/or their relatives telling us "*It's scrupulously clean,*" and "*Beautifully cared for.*" The home welcomes visitors and has private spaces to gather, with many people telling us how important this is in supporting quality time with their relatives. Outdoor space is attractive and extremely well used, with one relative telling us "*The gardens are a real joy, with seating, commanding fabulous views across the Bristol Channel to Somerset.*" Others told us of meeting with relatives under the parasols on warm summer days, and winter celebrations taking place outdoors with fireworks and warming drinks for everyone. A lift helps people walk freely around the home if they can, or suitable support is provided if required.

People have access to appropriate equipment and specialised furnishings to support their needs. Many people have access to a personal phone, and they are assisted to use this if required. People have profiling beds to allow repositioning, with many having specialist air-flow mattresses to help prevent any risks to their skin. People have suitable seating and wheelchairs through referrals to appropriate health professionals. Specialist cushions and other smaller aids are available, with extensive availability of hoists and slings to support moving a person. We saw the equipment being used appropriately. While people are extremely happy with the immaculately presented dining room, and have suitable equipment such as adapted cutlery, the provider is considering replacing some dining tables to better support access for wheelchairs.

The service has excellent systems in place to monitor and maintain the environment and equipment. A well-organised team of administrators and maintenance personnel ensure equipment and facilities are routinely checked, serviced and tested. External contractors are used when required to test services such as gas and electricity. There is no delay in attending to any repairs and there is a programme of re-decoration which is highly effective in keeping the home's high standard of presentation. The Food Standards Agency has awarded the service the highest level, five, for catering.

Leadership and Management

The provider has outstanding oversight of the service and quality of care, and is responsive to people's needs. The RI attends the home most days, is available, supportive and responsive to staff and people. Many staff told us "*The provider is incredibly supportive,*" a relative told us, "*They're here daily and their door is always open.*" A quality assurance system provides feedback about the service. The RI listens to any suggestions and makes improvements if this is required. The RI, supported by the wider management team, constantly reflect on the quality of care, and all required reporting around this is produced. Policies and procedures are available, along side a 'statement of purpose' to let people know what to expect from the service. Key documents are available in Welsh.

An effective manager ensures people are at the heart of the smoothly run service. A dedicated and experienced manager is clinically trained and forms part of the nursing team when required. They are supported by a clinical lead, nurses, care workers and wider team who follow procedures whilst providing dignified care and support. One relative told us "*Every member of staff from nurses to the maintenance staff are polite, helpful and friendly, making residents really feel at home.*" Thorough audits of all systems show any issues which need to be addressed, and action is taken to follow this up. Communication throughout the home and with people's families is effective and relatives rate this as "*Excellent,*" confirming they are kept informed.

The service recruits staff safely and provides them with exceptional support ensuring people receive a high standard of quality care. All pre-employment checks take place to ensure staff are fit to work with people, with the provider having strict criteria. People or their relatives told us there's an "*Excellent calibre of carers who really care.*" Volunteers have relevant checks with the Disclosure and Barring Service. Staff receive a thorough induction and opportunities to shadow before being tested for their competence and scheduled to work more independently. Staff are trained suitable to their roles, and many undertake qualifications to a high level, bringing specialist expertise to the service, such as 'palliative care.' Many staff are trained to undertake multiple roles, helping provide care and support when priorities demand, with one member of staff commenting, "*There's excellent cooperation between all departments to ensure the residents' needs are met.*" Staff have supervision meeting with a line manager and many staff told us they felt supported, especially as their personal circumstances are considered. There is a low turnover of staff with many acknowledging the good working conditions and benefits.

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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