



Inspection Report on

Hillside Home

**Hillside Home
Troed Y Rhiw
Goodwick
SA64 0AU**

Date Inspection Completed

17/01/2025

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About Hillside Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Pembrokeshire County Council Adults and Children's Services
Registered places	22
Language of the service	English
Previous Care Inspectorate Wales inspection	15 July 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 living in Hillside feel well cared for by attentive care staff who are trained and well led. People can do things which are important to them and they enjoy.

Information in personal plans is informative and clear. People are involved in planning their care and personal outcomes are identified. Care staff work very well as a team to make sure they provide individuals with the right care and support. They in turn have very good support from the manager and are motivated to provide the best service they can for people. There is an ongoing programme of refurbishment in place to continue to improve the environment.

There are clear and effective arrangements in place for the oversight of the service. The Responsible Individual (RI) visits and is in regular contact with the manager. The quality of the service is reviewed taking in the views of people living and working in the service. The positive culture created by the management team helps to enhance the lives of people living and working at the service.

Well-being

People have choice and control over their daily lives whenever possible. Care staff are respectful of the choices people make, including where they spend their time, what activities and interests they take part in and food and drink choices. They, and where appropriate, their family/representative are involved in decisions about how their care and support needs are met. They have opportunities to give their views on the service they receive. Information about what people can expect from the service as well as day to day information such as menus is readily available.

The manager and staff work hard to promote people's physical and emotional well-being. Family and friends are welcome to be part of people's daily life at Hillside. Care staff recognise and respect the importance of family and work hard to maintain and promote these relationships. Referrals are made to health and social care professionals in a timely way and the administration of medication is managed well. Detailed information is available in care records so care staff know what support people need. Comments from people about the care staff are consistently very positive.

The provider has systems in place to keep people as safe as possible. This includes the recruitment process and a training programme which ensures care staff can develop their knowledge and skills to provide the right care and support tailored to individual need. Personal plans and risk assessments are in place to promote people's safety. People live in accommodation which promotes their well-being. Measures are in place to ensure equipment and facilities are checked regularly and are safe for people to use. Improvements have been made to the garden area so people can safely access and enjoy this. There is an ongoing programme of refurbishment and redecoration within the home.

Care and Support

People speak highly about the care and support they receive at Hillside. There is an activities programme in place so people can do things they enjoy. We saw care staff were visible to people to make sure they could respond quickly when needed. Mealtime is a social occasion and we saw that people could eat their meal in a calm and unhurried way. People say they enjoy having their meals in the dining room and told us food choices are good. A menu was displayed prominently on the wall so that people could see what they would be offered during the day. We were told that there is always an alternative to the main meal offered and that drinks and snacks are available to people at all times. We saw that care staff are available to give people who need it support to eat and drink and that this is offered in a dignified and sensitive way.

Care staff work hard to make sure care and support is tailored to meet people's individual needs and outcomes. Records seen were person centred, detailing people's likes and preferences including things important to them. Risk assessments promote positive risk taking. We saw reviews are being carried out to make sure personal plans continue to meet people's care and support needs. Daily records seen and discussions with people show care staff work hard to make sure people's needs are met.

People are supported to remain as healthy as possible. Referrals are made to health and social care professionals when needed. Care staff have very good knowledge of people's care needs and how they want to be supported. Systems are in place to make sure medication is given as prescribed. Care workers have training and their competency to administer medication is regularly assessed. Medication policies are in place to guide care staff.

Processes are in place to protect people from neglect and abuse. Care staff have training in safeguarding vulnerable adults and those spoken with demonstrated their awareness of the process to follow if they are concerned for a person's wellbeing. We saw that care staff were visible to people and that they regularly check on the safety of individuals who remain in their bedrooms. People told us that care staff respond quickly when they need them. Any concerns relating to people's safety are promptly reported to local safeguarding teams and Deprivation of Liberty Safeguarding (DoLS) applications are appropriately made .

Environment

People live in an environment which supports their wellbeing. Bedrooms seen were personalised with items important to the occupant such as photographs, paintings, ornaments and small items of furniture. People choose their colour schemes whenever possible. Care records show care staff sit and talk to people about the things which are important to them. Equipment and adaptations are in place to support people who need it. We saw people moving freely around the home. The home has an ongoing programme of redecoration and refurbishment and we saw that a number of bedrooms had new flooring fitted.

Work has been completed on constructing a pathway leading through the garden at the rear of the home, making this area accessible for everyone. A patio area has also been built just outside the conservatory so that people can sit in an elevated position and enjoy the sea views that this affords. There are seating areas and a summer house and the garden offers an area where people can sit quietly or meet with family and friends and enjoy the peaceful surroundings.

We found the environment to be clean and tidy throughout. Personal protective equipment (PPE) is readily available. The manager carries out regular audits of the environment so that issues can be identified and rectified quickly. The kitchen has achieved a food hygiene score of five (the highest score possible) following a Food Standards Agency inspection. Kitchen staff have all the relevant training and regular meetings with the manager ensure they have all the equipment they need. We saw photographs of an event hosted by the home for people, family and members of the local community in which kitchen staff had catered for a buffet meal. It appeared exceptionally well presented and was highly praised by people, staff and visitors alike. Menus seen and discussion with kitchen staff show that a good variety of nutritious and home made meals is offered to people.

There are effective health and safety measures in place to ensure the environment is safe and well maintained. Equipment, including hoists and slings, is regularly checked. Care staff have training to make sure this equipment is used safely. Checks of fire safety equipment take place.

Leadership and Management

The management team work hard to create a positive culture where people feel well cared for and care staff feel supported in their role. Records show that the manager regularly audits aspects of the service so issues can be identified and acted on quickly. The RI visits the home and maintains close contact with the manager. Monitoring reports demonstrate that the RI has good knowledge and oversight of the service. People can give their views of the service and the care they receive in a number of ways including daily discussion with staff, the office manager and the manager who we saw interacting with people throughout our inspection. They can also speak with the RI who spends time talking to people and staff. Records show resident meetings are held as another way people can give their views of the service. Feedback questionnaires are also distributed to people, family members and representatives periodically to gain feedback on the service.

People receive care and support from a well led and consistent staff team. This ensures that as far as possible people are cared for by staff who are familiar to them. Records show care staff have regular one to one supervision meetings and annual appraisal of their work. They told us these meetings are useful and that they feel very well supported in their role. They also told us that their work/life balance is good and that any personal circumstances are considered by the manager when drawing up the staff rotas. Regular staff meetings are held where information is shared amongst the staff team. They can discuss issues as a group, including the wellbeing of people and issues relating to the day to day running of the service. Training records show care staff have the opportunity to develop their knowledge and skills through the training programme. Training is offered both in person and online. Care staff told us that training opportunities are good and requests for additional training to further improve their knowledge are met whenever possible.

People are supported by a staff team who are appropriately recruited. Records show the required checks are in place before people start work. They then follow a detailed induction programme to make sure they are competent in their role.

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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