



Inspection Report on

The Hollies

**22 Pardoe Crescent
Barry
CF62 8EQ**

Date Inspection Completed

13/05/2024

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About The Hollies

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	The Cedars Care Services Ltd
Registered places	7
Language of the service	English
Previous Care Inspectorate Wales inspection	01 December 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 are happy living at The Hollies and have good relationships with the care staff who support them. People are supported to be as independent as they can be and encouraged to make their own choices. Care staff have a good understanding of people's needs and provide care with patience and compassion. Care documentation is thorough, robust and reviewed regularly to ensure it remains accurate. Medication processes are safe and referrals are made to external health professionals without delay. People have their own personal daily routines and engage in activities of their own choice. The Responsible Individual (RI) has good oversight of the service and quality assurance monitoring takes place regularly. There are policies and procedures in place for the running of the service and people are given information about the service they can expect to receive. Care staff are happy working at the service and feel well supported by the manager. People live in a suitable environment which is warm and clean but would benefit from some cosmetic redecoration. People have their own single bedrooms which are decorated to their own individual taste and contain their personal belongings.

Well-being

People are treated with dignity and respect. Care staff understand the needs of the people they care for and do so with kindness and patience. Personal plans of care outline people's needs and clearly guide care staff on how to meet these needs taking into account people's preferences. People's views are sought as part of quality assurance monitoring and the RI engages with people during visits. People are happy living at the service and have their own daily personal routines. People attend activities of their choice and preference within the home and the wider community. People have access to information about the service and a robust complaints process is in place. People live in a suitable environment that is safe and meets their needs. People have their own bedrooms which offer opportunity for personal space and privacy when required.

People receive care without delay. Care staff levels are consistently good and ensure that people do not wait for their care. Care staff have built positive relationships with the people they care for and can anticipate the needs of people who cannot verbally communicate their own needs. Medication is administered safely in line with prescription and referrals are made to external health and social care professionals when required. Any advice or guidance is added to personal plans of care which are then reviewed regularly and kept current. Care staff receive appropriate training which is refreshed regularly to ensure their knowledge is up to date. Care staff are happy working at the service and feel well supported by the manager. There are policies and procedures in place for the running of the service and to inform care staff of what is expected of them.

People are protected from abuse and harm. The Hollies has a robust safeguarding policy in place and all care staff receive training in safeguarding adults at risk of abuse. The manager understands legal requirements to ensure placements are lawful and has knowledge of safeguarding procedures. Care staff recruitment is safe and robust as pre-employment checks are completed correctly. There is a system in place to ensure Disclosure and Barring (DBS) certificates are renewed regularly. The building is well maintained and repairs are completed without delay. Safety checks take place as required and fire safety is taken seriously.

Care and Support

People get the right care at the right time. Care documentation clearly highlights people's needs and how they are best met. There are risk assessments in place where required and additional information to inform care staff when necessary. All documents are reviewed regularly to ensure they remain up to date and accurate. Medication processes are safe and robust. Medication is stored safely and administered in line with prescription. There are medication administration record (MAR) charts in place which contain the required information and are correctly signed when medication is administered. We spoke to visiting health professionals on the day of inspection who told us that referrals are made to them without delay and any advice is followed correctly. One professional said, *"This is a good home, we visit here regularly"*. Care staff levels at the home are good and ensure that people do not wait for the care they need. Care staff continuity at the service is good and has enabled people to build positive relationships with the care staff who support them.

People are supported to have choice and control. People are at the centre of care planning and where possible are involved in the assessment and reviews of their needs. Personal plans of care highlight people's likes, dislikes and preferences as to how their care is provided. People have their own personal activity plans in place and do the things that matter to them. Visitors to the service are welcomed and people are supported to attend activities within the community and to maintain contact with friends and family. People are happy living at The Hollies and are supported by care staff who understand their needs. We observed people and care staff engaging in laughter and banter with evidence of good working relationships; we also saw care staff actively encouraging people to make their own choices where possible. One person said, *"I am very happy here, I love the staff and never want to leave"*. The Hollies has a food menu in place made up of people's preferences and encouragement of healthy eating, but people have access to various alternatives if they prefer.

Environment

People live in a suitable environment. The Hollies is located in a residential area of Barry that benefits from good transport links and local amenities. The building is set over the ground floor only and has been fully adapted to accommodate wheelchairs and walking aids. There is ample communal space including two large lounges that enable people to spend time together socialising and partaking in group activities. All bathrooms and toilets throughout the service are clean and in good working order and contain suitable equipment for people to access facilities safely. There is pleasant outdoor space which is safe and has suitable furniture for people to spend time in the garden if they wish. The home is warm, welcoming and clean but would benefit from a general tidy up and some cosmetic redecoration throughout. People have single bedrooms and some benefit from en-suite facilities. Bedrooms are spacious, comfortable and people are encouraged to make their rooms personal with their own belongings and choice of décor. Care staff respect people's personal space.

People can be assured they live in a safe environment. On arrival to the service, we found the main entrance secure. Our identification was checked and we were asked to sign the visitors book before we were permitted entry to the service. This indicates that visitors to the service are monitored. We conducted a tour of the service and found that hazards have been reduced as far as possible. There is a fire risk assessment in place which are reviewed and updated annually. Fire alarms are tested weekly, fire drills take place regularly and all care staff receive fire safety training. Everyone living at the service has a personal emergency evacuation plan (PEEP) in place which guides care staff on how to evacuate people safely in the event of an emergency. Serviceable equipment such as hoists and beds are tested regularly to ensure they remain safe to use and testing of gas and electricity supplies take place in line with legal requirements.

Leadership and Management

People benefit from the leadership and management in place. The Hollies has an RI with good oversight of the service and a manager who is registered with Social Care Wales, the workforce regulator. The RI visits the service in line with regulatory requirements and produces a report to support the visits. Quality assurance monitoring takes place regularly and considers the views of people using the service and care staff. Quality assurance monitoring indicates that the provider is committed to providing a quality service and making improvements where required. The manager understands legal requirements of caring for vulnerable people and liaises with the Local Authority safeguarding team appropriately. Applications are made to the Deprivation of Liberty Safeguards (DoLS) team when required. This ensures placements at The Hollies are legal where people lack the mental capacity to make decisions in regard to their care and accommodation needs. People are given detailed information about the service they can expect to receive which includes details of how to complain if they are not happy. There have been no complaints to The Hollies since the last inspection, but a number of compliments have been received from families of people using the service. The organisations statement of purpose is kept under review and updated when required. This document is important as it outlines who care can be provided to, how, where and when.

People are supported by care staff who are well trained and safely recruited. Care staff receive appropriate training and feel well equipped to do their jobs. Care staff told us that they are happy working at the service and described the manager as “*great, lovely and very helpful*”. One staff member told us “*It’s a great place to work, it’s not like a job really*”. All care staff receive a formal supervision regularly and feel able to speak to the manager as and when they need to. Supervision is important as it is an opportunity for care staff to discuss any practice issues or needs in a setting that is recorded. We examined a selection of care staff personnel files and found that they contain all required information. Pre-employment checks including references and DBS certificates are applied for prior to employment commencing. These checks are important as they determine a person’s suitability to work with vulnerable people. All care staff working at The Hollies are registered with Social Care Wales.

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

N/A	No non-compliance of this type was identified at this inspection	N/A
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