



Inspection Report on

Elliot's Hill Care Ltd - Elliot's Hill RCH

**Great Elliot's Hill
Crowhill
Haverfordwest
SA62 6HT**

Date Inspection Completed

28/11/2024

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About Elliots Hill Care Ltd - Elliots Hill RCH

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Elliots Hill Care Ltd
Registered places	23
Language of the service	English
Previous Care Inspectorate Wales inspection	16 November 2023
Does this service promote Welsh language and culture?	This service is not making a significant effort to promote the use of Welsh language and culture

Summary

People who have made Elliots Hill their home receive care and support from a team of workers who are effective and led by an experienced and motivated manager. Care workers are suitably trained and supervised.

The robust governance arrangements to monitor quality have been maintained. The manager and Responsible Individual (RI) have set the values for the service in respect of quality and are visible at the service and have very good oversight of it.

Comprehensive care and support plans help inform and drive care, and this, together with the knowledge care workers have of people, make sure care is person centred.

Well-being

The provider takes steps to make sure people are safe and protected from abuse, harm and neglect. Care workers know what they are required to do if they suspect an individual is at risk and they are confident their manager would take the steps necessary to make sure people are properly safeguarded. Care workers have training in safeguarding to make sure they have the most up to date information.

The physical environment contributes to people's well-being. There have been a number of improvements and further improvements are planned. The service is comfortable, clean and in mostly good decorative order. People are able to move freely throughout the service, including the kitchen. The outside space enhances well-being further.

The relationships people have with those supporting them is good. Support is not rushed and care workers know people well. Support plans which are regularly reviewed, together with the knowledge care workers have of people helps to make sure care is as person centred as possible.

People can do some things that matter to them. Some are encouraged to help out in the service, and they enjoy activities offered by care workers. The provider is considering additional ways to help people maintain their independence as far as possible.

The management of the service is good with a well-respected manager who is supported by a team of care workers who are suitably trained, supported and supervised. The team have a focus on quality and person-centred care and support, to meet people's needs.

Care and Support

Care records are electronic and securely stored. Care and support plans are comprehensive and cover a range of areas including communication, mobility, nutrition and personal care. These plans are regularly reviewed to make sure they contain up to date information about people's needs. A personal profile sets out what and who is important to the person and daily progress notes are a contemporaneous record of care. They provide a record of any assisting offered by staff; details about personal care and how the individual spent their time.

People's physical health needs are met. Moving & handling equipment is available and records contain information about the specific slings to be used to make sure people receive the right care. Care workers know how to recognise signs of skin pressure damage and care workers told us how they have worked with the district nurses to make sure a person's wounds healed. Some care workers have received additional training in catheter care and wound care which they have enjoyed and has meant they feel more valued in their roles. The manager is considering further ways to enhance the skills of care workers, which will, ultimately, result in greater choice for people using the service.

There are some opportunities for people to do things they enjoy. Some are able to leave the service independently. People are encouraged to do some baking and help out with meal preparation where they are able. A range of board games and craft type activities are available and one person said they enjoy going for "*a swim and a lager*" and this is facilitated by the team. Most people feel there are enough opportunities for engagement, with one saying, "*there is lots going on*" but one person there is "*not much going on*".

There is an understanding of the importance of good nutrition. Meals are reheated at the service who can be confident of their nutritional value. Some meals are made using fresh ingredients and people can have a choice of meals. Most people are satisfied with the meals, saying "*I like it*" and "*it's not too bad*" but one person said "*it's not up to much*" when asked. Food is available outside of mealtimes and special occasions are celebrated.

The relationships people have with those supporting them is good. Interactions are friendly and professional. One person described the care workers as "*nice*" adding that they have time to chat. Another described the care workers fondly demonstrating a rapport has been built. However, one person described one of the team as "*patient*" but said some "*don't care*". One said, "*I get on with all the staff*". The atmosphere in the service is calm and well organised.

Environment

People live in a service which meets their needs. The main house is going through a programme of redecoration and refurbishment. The work to the dining room is almost complete and the room is comfortable and well used. The main lounge has been redecorated and there are plans to make this more homely. There are separate areas for people to spend time either alone or in smaller groups in addition to their bedrooms with plans to refurbish the activity area. Some parts of the service which have recently been redecorated are already marked due to mobility aids and the manager is working with the maintenance team to find a design solution to reduce the likelihood of this damage. Christmas decorations are up and people have enjoyed taking part in this, Ty Gwyn is comfortable and in good decorative order. Work is ongoing to create an additional lounge for people to use.

Bedrooms have been personalised and each one has a hand wash basin. Some people were happy to show us their rooms which are comfortable and, where appropriate, contain photographs and ornaments. Some bathrooms have been refurbished and there are plans to do the remaining ones. There are enough bathrooms and toilets to meet people's needs. Standards of cleanliness throughout are generally good, but there are some concerns among care workers as the current cleaning contract is coming to an end and care workers will be assuming the housekeeping role until an alternative solution is in place.

Care workers have a good level of confidence in the maintenance team who have a schedule of work, including that already mentioned above, and also to refurbish the laundry room.

The provider is responsive to the changing needs of people using the service. Following a review of the Personal Emergency Evacuation Plans (PEEPs), ramps have been fitted both externally and internally to enable people to move more freely throughout the service.

There are processes in place to make sure equipment and services are maintained and in good working. Repairs are reported using QR codes which are easily audited. General repairs are carried out promptly.

Leadership and Management

The manager and RI have very good oversight of the service. The RI visits regularly and the reports written are both reflective and concise. They demonstrate people living and working at the service have been consulted. They acknowledge areas where the service is doing well, and also where improvements are needed. Care workers find both the RI and manager to be approachable and responsive. Care workers describe the manager as *“really good... he always checks in with us”*. The Quality of Care report is comprehensive and is a measure of the progress made by the service as well as identifying the priorities for the next reporting period.

The recruitment process is safe and robust. Records demonstrate a full employment history is provided and suitable references obtained. The vast majority of care workers have a current DBS, and if there are any delays in renewals being obtained, a risk assessment is completed. Care workers' personal information is held electronically and only those with a legitimate reason have access to it.

Care workers feel they have the training they need to safely and effectively carry out their duties. An experienced, motivated and well-regarded trainer delivers most of the training to staff and they are described as *“fantastic”* by their colleagues. Care workers are able to request additional training if they think this is needed. There are opportunities for promotion where workers skills and knowledge are recognised. Some staff are doing additional qualifications to support their professional development. The training matrix shows a very high level of compliance, with care workers completing training in a range of areas including dementia care; infection prevention & control and fire safety.

Supervision is carried out and the matrix shows this is up to date. Care workers get feedback on their work and are able to talk about any ideas or concerns they have.

The focus on quality is maintained. A range of meetings take place where staff are able to talk about any areas of the service, with the ultimate aim of efficiency and quality. Most employees feel valued and supported but some feel there is a bit of a disconnect between the service and the head office.

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 inspection	N/A

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