



Hillsboro Residential Care Home



Hillsboro Residential Home, Neptune Road, Tywyn, LL36 9ET



01654712170

Date(s) of inspection visit(s):

16/05/2025, 15/05/2025

Service Information:

Operated by:	Megan Bartlett
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	5
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The service provider anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:

	<u>Well-being</u>	Excellent
	<u>Care & Support</u>	Excellent
	<u>Environment</u>	Good
	<u>Leadership & Management</u>	Good

Summary:

Hillsboro is a small, independent, family run residential service based in the seaside town of Tywyn, Gwynedd. The manager of the service is also the Responsible Individual and provider and is at the service daily.

People experience excellent wellbeing, because the care they receive is person centred and tailored to their individual wants and needs. Without exception, everyone we spoke with said they are very happy living at Hillsboro. People have control over their day to day lives and have a voice in their home. People receive high quality care and support, maintaining as much independence as possible and doing the things which matter to them.

People live in an environment which is clean, safe, and well maintained, supporting them to maintain their independence and achieve their personal outcomes.

The management and staffing of the service means people receive continuity of care from safely recruited, well trained, and supported staff. The provider is passionate about providing people with a high-quality service where they feel happy and safe.

Findings:



Well-being

Excellent

People experience excellent health and wellbeing outcomes. This is because they receive care and support which is consistently person centred, meets their individual needs and considers their wishes. People are as independent as they want to be, making choices about their daily lives with the reassurance that care staff are present if needed. People choose where to spend their time and who they want to spend it with. Strong friendships have been formed, and we saw people socialising together. The provider strives to ensure people have access to things which are important to them. One person said they couldn't be without their daily newspaper, another said they 'escape' when reading novels and another uses their digital tablet to keep in close contact with family and friends. People use smart speakers for entertainment and to ask questions. Internet access means people stay connected with family, friends and use social networking platforms. We could hear people laughing as they played a game together in the morning and further animated conversation at lunchtime as they reminisced about dancing in their younger years. People told us they go out for car rides and if they want to go to the shops, "*all they have to do is ask.*" The provider has invested in a new vehicle to ensure people can continue to go out as their needs change. People have visits from family and friends on a regular basis, who also spoke positively of the service. We heard one person tell their loved one, "*I have had a great week, it's been a laugh a minute.*" People take part in flower arranging, games and music events. They access the community and enjoy celebrating special events. The provider gives great attention to detail to make people feel as comfortable as they can be, for example they find out what their favourite animals or flowers are and then dress the dinner table with napkins which reflect this. Hot drinks are served in China cups with saucers; people said, "nothing is too much trouble."

People are protected from abuse and neglect. All staff at the service complete safeguarding training and there are policies in place to support this learning. Information about who to speak with and how to contact them about safeguarding is available to everyone living and working at the service. Incidents and accidents are recorded, and we saw where accidents happen, or concerns are identified, the provider acts quickly, notifying the relevant professional bodies and the service regulator. People we spoke with said they felt "*happy*," "*very lucky*" and "*safe*" where they live.

People experience enhanced wellbeing as the provider identifies and supports their language, cultural and religious needs. Religious representatives visit the service so people can continue to practice their religious beliefs. Many people have lived and grown up in the local community and their Welsh heritage is an important part of their identity. We saw people have access to Welsh entertainment and can have care delivered in Welsh if they choose to. We heard the Welsh language being spoken throughout the day.



Care & Support

Excellent

People receive consistently high-quality care from familiar staff who know people extremely well and have developed trusting relationships. One person told us *"They know us so well."* We saw assessments are carried out by the provider to identify what support people need and to ensure the service can deliver this. People contribute to the information within their care records and this involvement is recorded during reviews. They share information about likes, dislikes, life history, family and what is important to them now, including important routines. Information is captured about smaller details such as the make up and perfume people like to wear, how they like to dress and things they would like to try. One person had said *"I enjoy the little things, family means the most."* Care staff treat people with dignity and respect, delivering care at a pace which suits the person. We saw care staff respond to requests for support in a timely way and often before the person has asked, this is because they know people and their routines extremely well. We observed sincere and caring interactions from care workers, adapting their approach and style of communication to each individual person but are equally skilled at instigating group conversations and games where everyone is engaged. A person told us, *"The girls are wonderful here,"* another said, *"staff are so wonderful they get me everything I need."* Risk assessments are in place to keep people safe but also ensure people remain as independent as they can be. We saw an example where a person had received excellent support and guidance to make an informed decision about a potential medical procedure. They were provided with and supported to read the information provided and then discuss their views with people important to them. Their decision was recorded, and they were supported to communicate this with the relevant professionals.

People told us they feel healthy and well. We saw advice is sought where people share a concern, and records completed of people attending appointments with multiple healthcare professionals. Where people experience a change in need, the provider takes action to ensure they are appropriately supported. People have private footcare at their home, as well as appointments for their hair to be done and have other treatments to enhance their wellbeing. The provider has engaged with the Gwen am Byth initiative to promote good mouthcare in residential settings. People enjoy a varied and balanced diet, which includes plenty of fresh fruit, vegetables, and quality protein sources – on the day of inspection people were being served fish which had been locally caught the previous evening by the owner. Everyone we spoke with were highly complementary of the food at the service, one person told us *"I have never eaten such good food,"* another said, *"it is out of this world."* People have their medication needs well managed. This is done by the service or by the person themselves. Medication agreements are in place which clearly outline the agreed support required. Good processes are in place for the safe management of medication.

People live in a service which is very clean and where infection prevention and control is well managed. Guidance from the local health board is applied and staff carry out audits of this, creating

and addressing actions where needed. Care workers have access to personal protective equipment such as gloves and face masks.



Environment

Good

People live in an environment which is safe, clean, and homely. The service is decorated to a high standard and is immaculately clean. The lounge has recently been redecorated which one person said is “*absolutely beautiful*.” People can choose to spend their time in their own bedroom, or in the communal lounge or dining room. Communal areas are bright and well sized, meaning people can mobilise with supportive equipment safely. The dining area hosts a large table which is fully set with individual place settings each day and promotes an enjoyable mealtime experience. Furniture and equipment are in good condition and serviced on a regular basis to ensure it is safe for use. People are encouraged to be mobile and maintain their independence. The service has an outdoor space to the front and rear, both with good access, seating, and cover for people to enjoy the garden. On the day of inspection people were sat on the terraced areas outside their rooms enjoying the sun, reading and meeting with visitors. One person told us they used to be a keen gardener and love flowers, so the provider always makes sure there is something nice in the garden for them to look at. People have their own bedrooms with ensuite facilities as well as the option of an accessible bath/shower. Bedrooms are personalised to people’s tastes, decorated with photos, ornaments and soft furnishings. People have the option to lock their rooms and have secure storage within the bedroom.

Appropriate measures are in place to monitor and address Health and Safety within the service. This means people live in a safe environment which supports their needs. The provider ensures routine checks and servicing of utilities such as gas, electric and water is carried out as required. Internal fire safety checks are consistently completed and supported by visits by external fire safety professionals. There is a high level of risk assessment around Health and Safety which is supported by a compliance specialist.

The service is secure from the outside, but people are not restricted and can come and go as they please. Confidential information is handled sensitively and stored in a locked facility when not in use.

The service has been awarded a level five rating by the Food Standards Agency, this is the highest that can be achieved and indicates a high level of food safety and cleanliness.



Leadership & Management

Good

Hillsboro is a small, independent, family run residential service. The provider is also the RI and manager of the service.

People live at a service which is well managed and consults with people who live there about decisions made in the home. People are asked on a regular basis about their thoughts and views. This is done through feedback surveys and 'home questionnaires'. The manager and care staff have informal conversations with people daily at the table during mealtimes and during one-to-one conversations. There is the facility to submit ideas and suggestions anonymously in a comments box. The RI is at the service daily and therefore has excellent oversight of the day to day running of the home. We observed a calm and organised environment; one person told us "*It is a lovely atmosphere here.*" The provider is committed to providing a high-quality service, which is demonstrated in how they listen to and implement guidance provided by commissioners and the regulator. We saw the addition of new records and processes which enhance the overall service delivery and governance of areas such as maintenance and recruitment.

People are supported by care staff who are safely recruited, appropriately trained, and experienced to carry out their role. Care staff all have disclosure and barring service checks in place and have been supported to registered with Social Care Wales, the workforce regulator. These checks and professional registration requirements ensure people are suitable to work with adults at risk. The manager and care staff at the service have many years of experience working in the social care sector and continue to develop their knowledge by attending training and seeking out guidance on relevant topics. The manager has created an information source where staff can find further information about various subjects from health to risk assessment and supervision. Guidance from the local health board is retained and referred to so knowledge remains current.

Policies and procedures are in place, reviewed as needed and have corresponding risk assessments if it is required. People have access to important information about where they live. This includes the statement of purpose and guide to the service which tells people what they can expect from the provider and the details of important procedures such as safeguarding, complaints and fire safety.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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