



# Inspection Report on

**Hengoed Court Care Home**

**Hengoed Court Care Home Ltd  
Cefn Hengoed Road Winch Wen  
Swansea  
SA1 7LQ**

## **Date Inspection Completed**

06/11/2024

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## About Hengoed Court Care Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Hengoed Court Care Home Limited
Registered places	107
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">22 February 2023</a>
Does this service promote Welsh language and culture?	This service anticipates, identifies, and meets the Welsh language and cultural needs of people who use, or may use the service,

### Summary

Hengoed Court nursing home is a warm, homely, and excellently presented service with picturesque views overlooking the provider's self-built nature reserve and common land. People are supported with up-to-date personal plans that reflect their needs well. People have opportunities to enhance their well-being through the multiple opportunities available to them to engage in a wide range of activities within the service as well as out in the community. The service has its own minibuses and frequent excursions take place in the community as well as regular visits from external entertainers for special events and celebrations.

The provider constantly invests in the service ensuring people's needs are consistently met. All communal areas are decorated to a high standard with good maintenance procedures in place to ensure all furniture and fittings are functioning well and in a good state of repair. People's bedrooms are also maintained well and are personalised to reflect the individual.

There is a well-established and successful management team in the service who are held in high regard by people and the care team. The Responsible Individual (RI) visits the service regularly and engages with people and the care team to obtain their views and experiences of the service. There is good oversight and auditing tools in place to ensure the service is delivered well. The dedicated care team are well trained and feel valued and supported in their roles.

## Well-being

People have a voice and are listened to in the service wherever possible. The service carries out assessments with people and/or their representatives prior to them moving in to establish their needs and ensure they can be catered for appropriately. People's social history, likes and dislikes are all incorporated into their personal plans. These plans are reviewed regularly as well as personalised risk assessments that are updated as people's needs and risks change. People are involved in decisions made in the service such as refurbishment plans, menu choices and activity planning. People are given choices in the things that they do, eat, wear and where to spend their time. The RI is determined to ensure the service is the best it possibly can be and visits daily gathering feedback from people and ensuring this goal is maintained as much as possible.

People are protected from harm and neglect. There are good security arrangements in place to enter and leave the service and a sign in book for all visitors to complete. All areas within the service are subdivided into smaller units with keypad operated doors to keep people safe from accessing stairwells and areas where they could potentially be at risk. However, people are still able to walk freely around the service should they wish and if it is deemed safe for them to do so. Care staff undertake safeguarding training and those spoken with are aware of their responsibilities to report any concerns they have about people they support. There are up to date policies and procedures in place to ensure the safe running of the service. The provider has a maintenance, domestic and laundry team who work tirelessly to ensure the service is safe, clean and well maintained.

People can have consistently active social lives in Hengoed Court. Several activity coordinators are employed in the service. Observations of activity staff and their engagement and enthusiasm to include people was very heartwarming and wholesome. People have developed lovely friendships with others in the service and often visit one another or meet for social gatherings in the service. Similarly, the care staff have excellent rapports with the people they support and the management team. Visitors are welcomed in the service daily and there is a separate lounge known as the library/ coffee shop where visitors can have a hot drink or choose something from a vending machine to enjoy with their loved ones in a less formal setting. This visitor's area overlooks the nature reserve and in the warmer months people can sit outside to enjoy the views and fresh air.

People live in a service that has excellent facilities and grounds to meet their needs and enhance their well-being. Most of the bedrooms in Hengoed Court have en-suite facilities and those who don't have access to facilities nearby. Communal lounges and dining areas are very welcoming and inviting. The provider has developed the large outside area of the service into a nature reserve with a lake, walking path and lots of various animals for people to watch and engage with to enhance their wellbeing.

## Care and Support

People have good personal plans in place that reflect their current needs well for staff to follow efficiently. The service has an electronic care planning software programme in place whereby all documentation and records are logged electronically. We looked at several care files on every floor. We found care plans easy to follow and the information contained within was very personal to each individual. Similarly risk assessments are also in place to correspond with personal plans. Personal plans and risk assessments are reviewed monthly and are changed as and when required to reflect any changes in people's needs. We saw social history information about people in these plans which gives staff information to understand what is important to people. Care workers were observed providing support to people with warmth and respect and good camaraderie. We spoke with relatives during the inspection to obtain their feedback about communication with the service and their involvement in care planning for their loved ones. Feedback was very positive and included: *"they regularly ask if I am happy with X's care plan"*, *"They involve us in care plan reviews often"* and *"I have a good relationship with the manager, I feel like I can ask anything and can bring any issues etc to their attention"*.

There are good procedures in place to manage medication in the service. Each floor has its own locked medication room. We found medication trolleys within these rooms to be locked. We looked at several medication administrative records (MAR) which are completed electronically in the service and carried out medication counts and found these to be correct. There were no gaps or errors visible on the records viewed. Medication is stored appropriately and there is a designated medication coordinator in post who is responsible for overseeing the medication in the service including ordering, returning and logging medication into the service. Routine audits of medication take place, and any discrepancies are investigated promptly.

People engage in varied activities within the service and have opportunities to do things that matter to them. There are well-being coordinators in post who organise and undertake individual and group activities. We observed several activities taking place during the inspection and viewed a very busy schedule of activities. Activity staff as well as care staff encourage people to participate in activities and we saw very wholesome and heartwarming engagement of people during the inspection, people were singing, dancing, smiling and laughing whilst taking part. People, staff and relatives are all complimentary of the service and the activities they offer both within the service and in the community, Comments included, *"been to the football last week and we sat in hospitality, it was really lovely"*, *"They are all marvellous here and I have made lots of friends. I can't complain about anything,"* and *"If I could choose a care home, I would choose here time and time again"*.

There are robust systems in place to protect people from harm and neglect. People living in the service who lack the capacity to make decisions about their care and accommodation have suitable Deprivation of Liberty Safeguards (DoLS) authorisations in place. Care staff receive safeguarding training and those spoken with have a good understanding of their responsibilities to report any concern they have and the procedures to follow.

## Environment

People are supported in an excellent environment that meets their needs very well. Hengoed Court is a very large service but the design and layout allows it to still feel homely and not overwhelming for people. Distributed over three floors, with each floor having its own communal lounge and kitchen and smaller rooms available including a nail room, hair salon and visitors' coffee shop/ library and others. Bedrooms are personalised with people's own belongings, and these are distributed on all three floors. The service is situated on land that has been developed into a nature reserve by the provider. This nature reserve houses its own lake which at the time of inspection was being refurbished. Accessible walking paths are available for people to enjoy which run alongside the various animals purchased for people to enjoy. These include an aviary, rabbits, pony's, ducks and swans. The RI was eager to share with us the recent purchase of 3 Alpaca's, black swans and goats which are due to arrive soon. People were very complimentary of the environment in the service and comments included: *"the views are lovely, we can go and see the animals and everything, I mean where else can you have that, its wonderful."*, *"I feel very lucky to live here my room is lovely, the lounges and decor are lovely too"*. The manager told us that the recent refurbishment of the bar in the service was sponsored by a well-known alcohol brand and people were very grateful for its presence in the service, one person said, *"I go to the pub in the night with my friends here its very lovely"*.

There are effective security features in the building to keep people safe including key coded door pads and a sign in book in the main entrance for all visitors. The service has CCTV in communal areas to enhance oversight of areas and staffing levels. There is a large car park available visitors and a separate staff car park. There is a dedicated facilities team in Hengoed court, consisting of domestic, laundry, catering and maintenance personnel who work tirelessly behind the scenes to ensure the service remains safe, comfortable and to the highest standards as expected by people living there. There are consistent and robust procedures in place to identify and mitigate risks to health and safety. Routine maintenance checks are in place in the service for equipment and facilities. Certificates are in place to evidence annual and routine servicing takes place of utilities within the service such as gas and electricity. Cleaning equipment and chemicals are stored securely. The last inspection carried out by environmental health was in September 2023 and scored the main kitchen at 5, 'Very Good' in the food hygiene ratings.

## Leadership and Management

There is consistent investment in the service to ensure it continues to meet the needs of people and enhances their wellbeing. Since the last inspection, a new kitchen and seven new ensuite bedrooms have been built and are awaiting completion. Redecoration has also taken place in many of the communal areas to a very high standard. The RI told us of further plans for the outside nature reserve for people to have more enjoyment once the weather improves. Staffing levels in the service are good and care staff spoken with confirmed this. There are good budgets available for food and facilities to ensure people have all they need and good quality, balanced and nutritional meals.

The provider has good systems in place to recruit, support and develop the care team. We viewed the staff training matrix. We found the required documentation for safe recruitment in place, which includes, references, work permits, Disclosure and Barring Service (DBS) checks and Identification checks. The training matrix indicates that all care and nursing staff undertake suitable training to carry out their roles successfully. Those spoken with were complementary of the training they have received. We looked at supervision and appraisal records and found some gaps in these that the manager is aware of and is addressing. Despite this all care and nursing staff spoken with were very complimentary of the training and support they receive from the service. Comments included: *“they support me in every way”, “this place has blown me away, its beautiful, there’s always someone available to guide you. I’m Supported – 100%”, “they always ask if everything is ok” and “the training here has been really good think I’ve gone over and above what I need”*. Almost all care staff are registered with Social Care Wales- the work force regulator.

The Service has a very approachable and efficient manager in post who has good oversight and is held in high regard by all. Routine audits are carried out by the manager and senior team to ensure systems and procedures are working effectively in the service. Any actions detected in these are noted and action taken promptly and appropriately. Audits seen include, medication, infection control, care file dip sampling, people’s weight and health and more. The RI visits the service daily and the senior management team meet regularly with the manager to ensure all is well and provide support. The RI completes quarterly reports and bi-annual Quality of care reviews as required which give an oversight of recent performance and events in the service. The RI has an ongoing drive and ambition to continually improve the service to strive for excellence which is felt throughout the staff team.

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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