



Inspection Report on

Highgrove Residential Home

**Highgrove
Hawthorn Rise
Haverfordwest
SA61 2BA**

Date Inspection Completed

11/11/2024

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About Highgrove Residential Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Highgrove Residential Care Ltd
Registered places	30
Language of the service	English
Previous Care Inspectorate Wales inspection	24 April 2023
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

Highgrove provides a comfortable, homely and safe environment for people with a range of care and support needs. People and their families are happy with the quality of care they receive and are complimentary of the staff and management. Care staff are patient and attentive and respectful in their approach.

People are assessed and a personal plan is created collaboratively with them and their representatives. This provides details for care staff on the level of care and support required and personal preferences. These are currently paper records however a digital system is being introduced which will provide a more consistent and effective recording system.

There are opportunities for people to engage in group activities if they choose and care staff will engage with individuals on a one to one basis if they prefer. People feel they have a voice and are able to make choices on matters that affect them.

Care staff are safely recruited and feel supported and valued by the Responsible Individual (RI)/Manager and deputy manager. The RI has good oversight of the service and continually monitors the quality of care provided to identify any areas where improvements may be made.

Well-being

People living at Highgrove have choice and control over their day to day lives as much as possible, depending on their individual care and support needs and level of independence. They can choose how and where they spend their time. Some people enjoy joining in group activities such as bingo, chatting and arts and crafts whilst others prefer to be alone in their room watching tv, listening to the radio or participating in a hobby or their choice. One person said, *"It's great, if it gets too much downstairs, we can just come up here"*.

People's views and opinions matter and opportunities are provided to have a say in matters that affect them. Views are gathered formally through questionnaires and on an ongoing everyday basis, with care staff spending purposeful time with people.

The importance of family and friends is recognised and they are welcome to visit at any time. One relative said, *"We come in at any time"* and another said, *"They are always very accommodating"*. People have also formed friendships within the setting and enjoy each other's company. Visits from singers, school children and animals are also organised to entertain people at Highgrove, promoting their wellbeing.

Overall, there is a good retention of staff with some having worked at the service for a number of years. This provides continuity for people and enhances their general wellbeing as they have developed trusting working relationships with care staff and feel relaxed and safe. A relative told us, *"The staff know her really well, they remember her before she deteriorated with dementia. They know her character"*. There is a positive and respectfully familiar rapport between care staff and people.

People's physical and mental health is promoted. People are supported to attend health appointments and referrals are made in a timely manner when required. A health professional who visits Highgrove regularly said, *"I find staff to be observant in raising concerns, seeking GP advice as appropriate. All staff know the residents well and can give me background/ advice and assistance where needed"*.

There are systems in place to keep people safe from harm and abuse. Care staff know the procedure to follow if they have any concerns and are confident the manager will take appropriate action. People feel safe, valued and respected. One person said, *"I feel happy and content and completely safe, I am so fortunate"*. A relative told us, *"She's in a safe place and that's important to us"*.

Care and Support

People are happy with the care and support they receive at Highgrove. There is a relaxed and calm atmosphere and people appeared happy and content during our visit. Care workers engage with people in a respectful and caring manner. We saw numerous thank you cards from family members appreciating and complementing the staff and management on the high level of care their relatives have received. One relative told us, *"The staff are very caring and have lots of patience"*.

Personal plans are in place and provide care staff with details on the level of care and support required. People and their representatives are involved in initial assessments and personal plans reflect people's individual care needs and preferences. Individual plans are mostly detailed, concise and easy for care staff to follow. We found some individual records very detailed and include a section "All about me", which includes specific information that is important to people and enables a more person centred approach. Other records were lacking such detailed information. A new digital system is due to be implemented shortly and the manager ensures us that this will provide more detail and consistency to all personal plans and records.

Personal plans are reviewed regularly and family members are kept up to date of any changes in care and support needs. One family member said, *"They will ring us if there are any issues"*. However, people and their representatives are not routinely invited to participate in the review process. This was discussed with the RI/manager who agreed to address this area.

Individual recordings of the daily care and support people receive are kept but lack detail and can be repetitive. This has also been discussed with the RI/manager and will be addressed. It is hoped that the new digital recording system will also improve this area and some staff told us they are looking forward to using it.

People are provided with healthy, freshly prepared and cooked meals and fresh produce is purchased locally. The chef is aware of any dietary requirements and people's likes and dislikes. An alternative is offered if people do not like what is on the menu. People and their relatives were very complimentary of the meals describing it as *"lovely"* and *"amazing"*, another said *"They understand and manage her condition (coeliac) well"*.

Medication is stored and administered safely and the Medication Administration Records looked at were completed correctly.

Environment

Highgrove provides a homely and comfortable environment for people. The building is well maintained and there is an ongoing plan to redecorate and upgrade the décor and furnishings to give the surroundings a lift and make it more visually pleasing. Some of this work has already been done. New flooring has been laid throughout the home to provide a more suitable hygienic surrounding. Domestic staff are employed and the environment is kept clean and tidy. Family members commented on the high standard of cleanliness and hygiene throughout the home, one person said, "It's always clean and tidy and the place smells good".

Health and safety certificates and audits are undertaken to ensure the safety of people living, working and visiting Highgrove. Firefighting equipment is regularly serviced and checked. There is safe storage and control of substances hazardous to health (COSHH) with only certain staff having access. The building is secure and visitors have access once a member of staff has checked their ID.

People are encouraged to personalise their rooms as they wish. People's rooms are very individualised, and many have their own furniture in addition to personal ornaments, photos and other belongings on display. The communal areas are welcoming and functional and on the day of the inspection a large art display of poppies was on display in the dining room to commemorate Armistice Day. There is a lot of natural light in the main areas of the building due to large windows.

Leadership and Management

The RI/Manager and deputy manager have good oversight of the service and are supportive of each other. Staff told us they feel supported and valued by the manager and can approach both the manager and deputy manager if they have any concerns. There is an open door policy for staff, people and their representatives and any issues raised are addressed in a timely manner. One staff member said, “*Management is really good. Very approachable. We all get on*”.

There is a culture of openness and transparency and people, their representatives and staff feel their views are welcomed and acted upon. Communication is effective and relatives told us they are always kept up to date.

Staff retention is good and there is a stringent process in place to ensure any new staff recruited are of the right character and are suitable for the role. Prior to receiving an offer of employment any potential new staff spend time at the service to ensure they are aware of what is involved. All the required checks and references are obtained prior to starting and staff are supported to register with Social Care Wales, the workforce regulator. Care staff receive regular one to one supervision which provides an opportunity to reflect and to identify areas of strength and areas requiring further development or training.

The RI continually strives to improve and develop the service and records show that routine visits are undertaken in line with legislation. Reports reflect that they consult with people and staff to gain feedback on the quality of care provided. There are systems in place to monitor and review the quality of care and to identify any areas that may be improved or strengthened. Further detail, monitoring and analysis would enhance oversight and ensure that people are receiving the best possible outcomes.

We looked at a sample of key policies and found them to be up to date. Some minor amendments are required to ensure the information provided is correct and remains current.

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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