



Hillcroft Residential Care Home



Hillcroft Residential Home, 9-11, Howells Crescent, Cardiff, CF5 2AJ



02920563669

Date(s) of inspection visit(s):

17/06/2025, 30/05/2025

Service Information:

Operated by:	Hillcroft Residential Care Home Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	25
Main language(s):	English
Promotion of Welsh language and culture:	The service provider is working towards a bi-lingual service.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Significant improvements have been made at Hillcroft since the last inspection and the service is now fully compliant with regulations and people have good well-being outcomes. The leadership and management is good as a new manager has been appointed who has the skills and knowledge required to run the service effectively. The activities on offer have been increased and dedicated activity staff are in post to ensure people have opportunity of social engagement on a daily basis. Care staff training has been increased, and all care staff receive a formal supervision and feel more supported. People receive good care and there are robust and detailed personal plans of care in place to guide care staff on how to care for people correctly. External professionals are contacted appropriately when people require support. The Responsible Individual (RI) has good oversight of the service and visits in line with regulatory requirements. There are auditing and quality assurance monitoring systems in place, but this is an area that is being developed further. There are policies and procedures in place for the running of the service, and complaints to the service are taken seriously. People live in a good environment which is warm, clean, safe and meets their needs.

Findings:



Well-being

Good

People are supported to live healthily and safely with control over their lives. People have their own daily routines and choose when to get up in the morning, when to go to bed at night and how to spend their time in between. People are treated as individuals and encouraged to make their own decisions where possible. Personal plans of care contain detailed information about people, their lives, history, likes and dislikes and where possible, people are actively involved in care planning and reviews. The new manager has recently implemented resident and family meetings to capture the views of people living at the service. Recent feedback from families has been positive and one family member told us, *"They are brilliant with my relative, they do everything they need, I am very happy with the care here"*.

A full-time cook has now been employed at the service which has benefited people as they now have choice of nutritious, home cooked meals available to them every day. There is a daily food menu in place which has been devised considering people's preferences, and there is always further choice available to people. We observed the lunch time experience and witnessed some very good interactions between care staff and people, but we found the experience could be enhanced to make it calmer and more structured. We saw meal choices being given to people at the time of service, both verbally and visually where required. This is very good practice when supporting people with dementia needs. A person told us, *"The food is lovely here"*.

People are supported to cultivate safe and happy relationships. Visitors to the service are welcomed and people are supported and encouraged and to meet family and friends in the community where possible. Hillcroft now has an extensive daily activity programme in place and has employed dedicated staff to facilitate the activities. We saw a wide range of activities available including singing, arts and crafts, dog walking, alpaca visits and garden parties. The manager told us the activity programme is designed to help people with physical and mental health as well as their social needs. The group activities have encouraged people to spend time with the people they live with and enjoy the company of other. The Welsh language and culture are highly promoted within the service with Welsh language lessons to become available to residents and care staff soon.



Care & Support

Good

Improved quality of care is supporting people to meet their well-being outcomes. The provider has made a marked effort to improve care staff training and increase their skills, knowledge and ability to care for people correctly. We saw better care staff engagement with people and care being delivered in a person-centred way. People have developed positive relationships with care staff and value the support they provide. One person said, *"I love X (carer) they are brilliant"*. Personal plans of care have now been moved to a digital system which enabled the provider to review and update all plans in the process. The digital system also allows information to be documented bi-lingually. Personal plans contain detailed, robust information about people's needs and how they should be met. They are supported with further detailed information and risk assessments where required. All documents are reviewed regularly to ensure they remain up to date and reflective of people's needs. We saw evidence that referrals are made to health professionals such as GP's and district nurses where required, and any advice or guidance is added into personal plans. The service is now signed up to programmes such as 'Gwen am byth' which promotes oral health care and 'food first' which encourages nutritional intake through food rather than supplements. This indicates that the provider is committed to providing the best care possible to people by engaging with external professionals who can guide them further.

Medication processes within the service are safe and robust. Medication is stored securely and administered safely in line with prescription. Care staff receive training before they can administer medication. There are Medication Administration Record (MAR) charts in place containing the required information including a photograph of the person receiving the medication. We saw MAR charts are signed correctly when medication is administered.

People are protected from harm and abuse. Hillcroft has a robust safeguarding policy in place and care staff attend training in 'safeguarding of adults at risk of abuse.' The manager understands legal requirements of caring for vulnerable people and makes applications to the Deprivation of Liberty Safeguards (DoLS) team where required. This ensures that placements at Hillcroft are lawful where people lack the mental capacity to make decisions about their care and accommodation needs.



Environment

Good

People live in an environment that is suitable and meets their needs. Hillcroft is located in an affluent area of Cardiff that benefits from local amenities and good transport links. The home is set over three floors and is warm, welcoming and decorated nicely throughout, but would benefit from some cosmetic touching up in places. We saw evidence of good cleaning regimes in place, and we did not detect any malodour during our visits. There is ample communal space within the home that supports people to spend time together and to participate in group activities. There is a large garden to the rear of the home which has been developed and furnished to encourage people to spend time outdoors. There are a sufficient number of bathrooms and toilets throughout the home which are all clean, in good working order and contain equipment to keep people safe where required. Signage within the home is bi-lingual. Most bedrooms at Hillcroft are single with en-suite facilities and offer opportunity for personal space and privacy where required. People are encouraged to personalise their bedrooms to make them as homely and comfortable as possible.

People can be assured they live in a safe environment. On arrival to the service, we found the main entrance secure. We were asked for identification and to sign the visitors book before we were permitted entry. This indicates that visitors to the service are monitored to ensure only authorised people have access. We did a tour of the building and found that it is safe as hazards have been reduced as far as possible. Window restrictors are in place and harmful chemicals are locked away safely. The flooring within the service has recently been replaced and is suitable for people to move around safely using wheelchairs and walking aids. There is a passenger lift, and a stair lift in situ for people to access alternative floors safely. The building is in a good state of repair and safety checks including gas and electricity testing take place within legal timeframes. There is a fire risk assessment in place and fire alarms are tested regularly. All residents have a personal emergency evacuation plan (PEEP) in place which contain good information to guide care staff on how to support people in the event of an emergency.



Leadership & Management

Good

People are supported to achieve their outcomes because the service provider has effective organisational systems in place. Since the last inspection the provider has appointed a new manager who has the skills and knowledge required to manage the home correctly and is registered with Social Care Wales, the workforce regulator. The RI has good oversight of the service and visits the service in line with regulatory requirements, producing a report following each visit. There are some quality assurance monitoring and auditing systems in place, but this is an area the manager is developing further to ensure governance and oversight at Hillcroft is more robust. There are policies and procedures in place for the smooth running of the home and to guide care staff on what is expected of them. Complaints to the service are dealt with correctly and Care Inspectorate Wales (CIW) are notified of incidents as set out within the regulations. The manager understands safeguarding procedures and liaises with the local authority safeguarding team, making safeguarding referrals when required. A number of compliments have been received by the service from families and visiting professionals who have noted the improvements to the care and support being delivered.

Improvements are being made to ensure all staff have the necessary expertise, skill and qualifications to meet people's care and support needs. Since the last inspection care staff training has been improved and the provider is working to fill the identified training gaps. Care staff feel better equipped to do their jobs and value the strong leadership at the home. One staff member said, *"Things are much better here now, I am much happier, and things are going very well"*. Another staff member said, *"People have lots more to do now and families are very happy with the improvements"*. The new manager has completed a formal supervision with all care staff and is looking to develop supervision further to make it more valuable and supportive for the workforce. We examined a selection of care staff files and found that they contain the required information including identity checks and full employment histories. We saw that pre-employment checks including references and disclosure and barring service (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.

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.

CIW has no areas for improvement identified following this inspection.

CIW has not issued any Priority action notices following this inspection.

Welsh Government © Crown copyright 2025.

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.*