



Inspection Report on

Hillside

Pontypridd

09 June 2022

10/06/2022

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About Hillside

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Ucan Care Limited
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	25/05/21
Does this service provide the Welsh Language active offer?	Working Towards. The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People living at Hillside experience consistent care and support delivered by a team of dedicated, well trained care workers. Care documentation is well presented and provides clear information regarding people's care and support needs. People are supported to engage in a wide range of activities that are tailored to their needs and wants. There is a safe recruitment process that helps to safeguard people from harm and abuse. Care workers are happy working at the service and say they feel supported and valued. Governance and quality assurance arrangements are strong. The service routinely seeks the views of people connected to it to inform improvements. The environment is maintained to a high standard. Regular servicing and checks on equipment and utilities ensures the environment is safe.

Well-being

People are protected from harm and abuse. Risks to people's health and safety are thoroughly assessed and safely managed. Care workers are trained to spot the signs of abuse and neglect and are aware of their safeguarding responsibilities. A rigorous recruitment process ensures care workers possess the right skills and attitude to care for vulnerable people. Medication is stored and administered appropriately, and care workers follow up to date infection control guidance.

The service promotes independence so that people can do the things that matter to them. Regular meetings are held where people plan activities. Care workers support people to access a range of activities in the home and community. Arrangements are in place to ensure people maintain relationships with family and friends.

People are happy with the care and support provided. People told us they have good relationships with care workers. Staff turnover is low. Care workers know the people they support well and are familiar with their needs, wants and routines. People's personal plans are comprehensive and reviewed in line with regulation. Documented evidence in people's personal plans show that people have access to a range of health care professionals when they need it.

The environment is clean, safe and welcoming and is appropriately furnished and decorated throughout. An ongoing schedule of checks and maintenance ensures people's safety and well-being. There is a large well looked after garden area that can be utilised for activities or relaxing.

Care and Support

People receive a good level of care and support from an established team of care workers. Prior to admission the service conducts an assessment to ensure it can provide the required level of care provision. People's personal plans clearly set out their care and support needs. The plans are devised using a strengths-based approach and highlight what people can do for themselves as well as interventions for care workers. Personal plans are person centred, meaning they are dedicated to people's individual needs and circumstances. People's personal plans are reviewed in line with regulation. This ensures information is current and that people receive the best possible care. There is a stable staff team and turnover is low. This means the service is able to provide good continuity of care. One person told us *"The staff are excellent. No complaints at all"*. Another person said *"It's fantastic living here. I've been to a few homes, and this is the best by far"*.

People are supported to do the things they want to do. On the day of our inspection, one person was a music lesson whilst another person was being supported to do some shopping in the local community. We looked at minutes from recent resident's meetings and found people's activity preferences are discussed. There is a timetable of group activities in place which people can participate in if they choose to do so. All activities undertaken aim to promote inclusion, social interaction and independence. As well as leisure activities people contribute to the upkeep of the home by engaging in domestic tasks such as meal preparation, cleaning and food shopping.

Safe medication practices are in place. Medicines are stored appropriately, safe from unauthorised access and administered as prescribed. There are arrangements in place for people who are able to administer their own medication. We saw evidence of risk assessments and management plans to support people with their medication needs. There is a medication policy and regular medication audits are completed where any errors are identified and actioned.

The service promotes hygienic practices and manages infection risks. There is an up-to-date Covid-19 risk assessment in place that includes the most recent guidance. Care workers routinely test for Covid-19 to reduce the risk of cross contamination. There is an infection control policy in place and care workers receive infection control training in accordance with best practice.

Environment

People enjoy living in a comfortable, clean, well-maintained environment. The home is set over three floors and can accommodate up to six people. We conducted a visual inspection of the home and its facilities and did not identify any hazards. Communal areas are well ordered and furnished appropriately. There is a dedicated activities room including a pool table, dart board and musical equipment. One person told us *"I like playing pool and darts with some of the others living here"*. The kitchen has been awarded a score of five by the Food Standards Agency which suggests standards of hygiene are very good. A cleaning task sheet is completed on a daily basis that also promotes hygiene standards within the home. There is sufficient storage space and substances hazardous to health are securely stored.

Routine maintenance of the home and its facilities ensures risks to people's safety and well-being are minimised. We saw evidence of a rolling programme of checks and servicing carried out by appropriately qualified trades people. An environmental audit is completed on a quarterly basis to identify any hazards or areas for repair.

Leadership and Management

Effective governance and quality assurance arrangements allow the service to reflect and develop. We saw evidence the Responsible Individual (RI) visits the service regularly to discuss service provision with people and care workers. The RI also conducts various audits including medication and environmental where the outcomes are recorded in reports. This shows the RI has good oversight of service delivery. Satisfaction surveys are used to collate information regarding people's experiences within the home and to inform improvements. Data from the latest satisfaction surveys show's that on the whole people are happy with the care and support they receive. A quality-of-care report is published on a six monthly basis. The report is reflective of services provided and highlights what the service does well and areas for development.

Care workers receive appropriate training and development opportunities that support them to carry out their roles effectively. Care workers have access to a variety of training that is delivered online and within classroom settings. Care workers we spoke to told us the quality of the training they receive is of a good standard. We looked at the services training statistics and found the service is mostly compliant with its training requirements. Care workers feel supported in the workplace. Records relating to supervision and appraisal show the service provides care workers with the regulatory required levels of formal support. Care workers we spoke with provided complimentary feedback regarding the manager. One told us *"The manager is good. He's very approachable. He'll help you if he can"*.

A safe recruitment process ensures care workers suitability for the role. A series of vetting checks are conducted which enables the provider to make a decision about the fitness of potential employees. Personnel files we examined contained all of the required checks including Disclosure and Barring Service (DBS) checks, references from previous employers and employment history.

Written information is available for people and care workers to view. We looked at a selection of the services policies and procedures. Although the policies we looked at contained relevant information some of them had not been reviewed for some time. We discussed this with the RI who told us they were in the process of reviewing the services policies and assured us they would be reviewed in due course. Other written information we looked at included the Statement of Purpose and User Guide. Both documents are current and reflect services provided at the home.

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. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

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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