



Inspection Report on

Highfields Nursing Home

**Highfield Nursing Home
Highfields Lane
Blackwood
NP12 1SG**

Date Inspection Completed

18/10/2022

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About Highfields Nursing Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Hartpark Ltd
Registered places	39
Language of the service	English
Previous Care Inspectorate Wales inspection	20 January 2020
Does this service provide the Welsh Language active offer?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

Highfields is registered to provide care services with nursing for up to 39 people. People living at the service and their loved ones told us about the very high-quality care and support they receive.

People's personal plans contain a summary of their social history so care staff get to know the person as well as their care needs. Plans are clearly written and instruct care workers on how best to support people. Plans are reviewed regularly to make sure they reflect people's current needs and aspirations. Care records are kept accurately and consistently.

The home environment is well maintained and provides a bright, homely and relaxed atmosphere for people to live in. People's bedrooms are personalised to their individual tastes.

The service is well organised and benefits from strong management and oversight. Care workers enjoy working at the home and feel well supported in their roles. The management team engage with people warmly and regularly to ensure their views are considered in the running of the home. The Responsible Individual (RI) visits regularly and knows the care staff and residents well.

Well-being

People have control over their day-to-day lives as much as possible. We saw people socialising with each other and engaging with care workers. People choose where to spend their time. We saw some people prefer to stay in their rooms, whilst many spend time in the communal areas.

The home welcomes visitors in line with current guidance and the providers risk assessments. People and their loved ones we spoke to were very complimentary about the home and care staff. One person told us *“The staff are excellent they know me very well. I enjoy the activities; we have an entertainer in once a week and the hairdresser comes every Monday.”* Another person told us *“The staff are wonderful with us; we don’t have to wait for anything. The manager is as good as gold and sorts any problems out straight away. The food is very good too”*

People receive the support they need to maintain their health and well-being. The service completes a range of risk assessments and personal plans, which identify each person’s care and support needs and how these can best be met. People have their own rooms, which are personalised to their individual tastes.

The service helps to protect people from abuse and neglect. Care workers complete training in relation to the safeguarding of adults at risk and understand their role in protecting people. The service has a safeguarding policy, which reflects the current guidance and is kept under regular review.

Care and Support

People receive warm, dignified care and support as and when they require it. We saw care workers and people enjoying each other's company as they went about their daily routines in a relaxed manner. The care needs and preferences of each person are clearly documented, and care staff access this information to inform their daily routines. Plans contain a detailed social history of each person so care staff can get to know them and their lives before coming to the home. People are involved in the initial completion of their plans to ensure their likes, dislikes and preferences are clearly documented. Plans are regularly reviewed to ensure they are up to date and reflect people's current needs and aspirations. Evidence of people being involved in these reviews is not always captured. The manager assured us this would be addressed. Accurate and detailed records are kept by care staff to evidence people are supported as described in their personal plans.

Referrals are made to health and social care professionals as and when required. People are registered with a local general practitioner (GP). Records are kept of all appointments and outcomes for review as required within the daily notes. People are supported to maintain a healthy weight and diets are reviewed when required. Drinks are readily available for people throughout the day.

An activity co-ordinator arranges activities for people and encourages people to take part if they choose to do so. We saw people enjoying some armchair aerobics and having a sing a-long to celebrate someone's birthday. We saw evidence of people having regular one-to-one support to engage in activities of their choice.

People thoroughly enjoy their meal experience which is a pleasant, relaxed and social time of the day. We were told the quality and choice of meals is very good; people are encouraged to be as independent as possible and supported when required.

Systems are in place for the safe management of medication within the service. Care staff provide support to people with their medication, which helps to maintain their health. Records we checked are mainly completed accurately, the manager assured us some gaps in recording the effectiveness of 'as required' medication would be addressed.

Infection prevention and control procedures are good. Care workers wear appropriate personal protective equipment (PPE) in line with current guidance.

Environment

The home is maintained to a good standard. The environment is light, bright and homely throughout. The home is clean, tidy and well organised. People's bedrooms are personalised to their own tastes, individuals have photos of loved ones, pictures, flowers, and ornaments which helps to provide a familiar and homely room. The communal bathrooms and toilets are clean, tidy and the equipment is in good order.

The main lounge is bright and has a theme of music and film stars from the past, people told us they enjoyed socialising in small groups which the room is set up to encourage. This room is also used for celebrations, we saw people enjoying a communal meal and cake for someone's birthday. The outdoor area has a new large, covered area over a level patio and has some memorial benches. This area is used for outdoor visits and for people to sit out and '*watch the world go by*', as one person put it. There is a second quiet lounge, separate dining room and newly decorated visitors room with access directly outside.

People benefit from a secure environment; the front door is kept locked. We viewed the maintenance file and saw all serviceable equipment had been checked to ensure its safety. Regular checks of the fire alarms take place at the home and staff are trained in fire safety. People living in the home have a personal emergency evacuation plan to guide staff on how to support people to leave safely in the case of an emergency. The home has a five-star rating from the food standards agency which means that hygiene standards are very good.

Leadership and Management

People benefit from highly effective leadership and management. The organisation of records throughout the home is exceptional. We saw the manager interacting warmly with people throughout our inspection visit. Care workers told us the management team are very approachable and supportive.

The statement of purpose accurately reflects the service provided. There are a sufficient number of care workers on duty to support people in a relaxed and unrushed manner. We viewed two weeks of staff rota's which reflects sufficient staff numbers are consistently deployed. The manager explained that the pandemic had led to frequent changes to the rota so it was agreed that these would be completed less far in advance, however as things seem to have settled the rota's will be done further in advance to support staff.

Care workers receive regular supervision with their line manager. This one-to-one support provides opportunity for staff members to discuss any concerns or training needs they may have and for their line manager to provide feedback on their work performance. Communication between the team is good and care workers enjoy their jobs. Care staff are confident and skilled in their roles. They complete a range of training courses, including regular refresher courses in mandatory areas such as safeguarding people at risk of harm. Care workers personnel files are well organised and contain all of the required information to ensure people employed are safe to work in this area.

The RI has undertaken regular quality assurance checks by visiting the home to talk to individuals and care staff and review documents. The RI completes detailed, thorough, and comprehensive audits of the quality of the support provided as well as the wider running of the home. The reports highlight where the home is performing well as well as areas for improvement.

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
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N/A	No non-compliance of this type was identified at this inspection	N/A
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Date Published 28/11/2022