



Inspection Report on

Harvest Care Home

**Tiers Cross
Haverfordwest
SA62 3SB**

Date Inspection Completed

07/06/2022

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About Harvest Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	West Wales Care Ltd.
Registered places	15
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	No. This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service.

Summary

People are positive about the service they receive, a person told us *“The support here is great”*. Workers are guided by up-to-date person centred plans that enable people to be as independent as possible. Staff know people well and we observed many encouraging interactions. A support worker told us *“I love it, there’s a great atmosphere and the residents are second to none”*. People are encouraged to access their local community as regular and as independently as possible and are supported to maintain active and meaningful lives.

The environment is a combination of several single and double units that meet the needs of individuals. People who live and work in the service value the Responsible Individual (RI) who is also the manager of the service and have trust and confidence in them.

Well-being

People are positive about the service they receive. Personalised plans concentrate on things that matter to individuals, such as community involvement and personal relationships. The RI and support staff work closely with health and social care professionals to help people remain as healthy as possible.

People are respected as individuals, and support workers encourage them to be as independent as possible. People live in a service that does not provide an 'Active Offer' of the Welsh language.

Recruitment and training ensure people get the right care and support from skilled and knowledgeable support workers. Staff protect people from abuse and neglect and are fully aware of their responsibilities to raise concerns. People know how to make a complaint if needed and have confidence in the RI.

The environment has many one or two person flats, which are highly personalised by the people who live in them. People value the space and accessible grounds and do things they enjoy and help them remain as healthy as possible.

Governance processes focus on developing the service by using information from internal audits and this is recorded in the six-monthly Quality of Care Review. The RI is involved in the day-to-day running of the home, people and staff talk to them about improving the quality of the service. However, this feedback needs to be recorded in more detail in Regulation 73 visit reports.

Care and Support

People are very happy with the support they receive, a person told us *“I have brilliant staff, they are a great support, they are excellent”*. Support workers encourage and enable people to be as independent as possible and one told us *“I get huge gratification when you support people through the difficult times and they achieve their goals, it’s so nice to see”*. Interactions between staff and people are relaxed and friendly. Prior to admission the RI assesses a wide range of information from the person and external professionals. The service has detailed assessments with action plans for how it provides support to individuals. The RI regularly reviews planned goals with people and their key worker so they remain achievable and relevant. Daily notes record the support actions completed but would benefit from detailed information from the perspective of the individual. There is good, documented evidence of health and social care professionals being involved with people. A visiting health and social care professional told us *“overall people appear very happy”*.

Generally, medication is administered in line with the services’ procedures. However, stored original boxed medication is not always accounted for accurately. The RI has completed an audit and has implemented an action plan with the pharmacy to resolve the matter.

During the COVID-19 restrictions care workers supported people to remain in contact with family and friends using phone and video calls. A support worker told us *“We were very lucky during the pandemic because people have their own little community here”*.

There is a big focus on community involvement and people are supported to visit places they enjoy and a individual now volunteers in a local business. People enjoy a variety of activities in the service and grounds, such as music, art work and exercising. A person told us *“I love gaming and I have an X-box in my room and the grounds are superb and I value the space”*.

The provider has policies and procedures to manage the risk of infection. There are good hygiene practices throughout, staff wear the correct PPE and follow the latest Public Health Wales guidance.

Environment

The service provides people with one or two bedroom flats, with additional communal areas for group socialising. The RI ensures the service supports people in line with their needs. People fully direct the decoration of their own homes and are supported to independently maintain their environments. An individual told us about how they chose all of the items for their new flat and they said *“It’s been great picking things for my new flat and I’m really excited about the move”*. Another person told us about how they buy things for their home and said *“I love it, I can decorate my place as I like it”*.

Maintenance issues are resolved promptly and there is a rolling programme of regular re-painting and upgrades to people’s own homes. A support worker told us *“if there are issues with the building we bring them to [RI] and she sorts them out straight away”*. Regular Health and Safety audits of the property are completed. The home is compliant with Fire Regulations and testing of fire safety equipment is up to date.

People are encouraged to be involved in meal planning, shopping and preparation whenever possible. There is a four weekly flexible rolling menu and people make alternative choices if they wish. Meal times can be a social event and a person told us about the weekly takeaway night they have and how they have fun arranging it.

Additional COVID-19 measures are in place. There are sanitation stations throughout the service and a strict testing procedure for all visitors.

Leadership and Management

The RI is also the registered manager at the service and everyone describes a very open and supportive culture. The RI is involved in the day-to-day management of the service, they are accessible and know people very well. One person told us “[RI] is fantastic, such a good support, the best”. Support workers respect and value the RI’s experience and guidance, one told us “[RI] is brilliant, open and honest and helps steer us in the right direction”. People talk to the senior staff openly and have built up longstanding relationships with them. People know how to raise concerns if needed and one told us “I would just talk to [RI] or any of the staff if I had a concern”.

Arrangements are in place for monitoring and improving the service through the six-monthly Quality of Care Review by using information from internal audits. The RI does not complete Regulation 73 reports with enough detail after they have conversations with people and staff at the service. We will check the RI includes this feedback in their reports during the next inspection.

Policies and procedures are up-to-date, and staff have a sufficient understanding of them. Support workers demonstrate a good understanding around safeguarding and their responsibilities to report concerns. Support workers receive regular one-to-one supervision meetings and annual appraisals. A worker told us “We go through general work stuff in supervision, current training and we get a chance to talk about ourselves and our own development”. Staff follow appropriate infection, prevention and control measures.

Pre-employment checks take place before new employees start work. These include reference checks, right to work and Disclosure and Barring (DBS) checks. Effective induction and ongoing training ensure staff have the right skills and knowledge to meet people’s needs. Support workers value the induction and training, one told us “my induction was brilliant and [senior worker] supports us with ongoing training”.

The RI ensures adequate numbers of experienced staff work on shift to meet people’s needs. Support workers have built good relationships with people and understand their individual needs.

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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