



Inspection Report on

Harvest Care Home

**Tiers Cross
Haverfordwest
SA62 3SB**

Date Inspection Completed

11/08/2023

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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	19 May 2022
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

People are very happy with the individualised service they receive. Skilful support workers are guided by effective person-centred plans. Staff know people well and work with a can do and enabling ethos. An individual spoke positively about the impact the service had on them and told us *“This place saved me”*.

The service comprises of several one or two bedded flat/cottages, that are highly personalised by the people who live in them. The grounds and communal areas are well used by people to interact with each other or to enjoy time on their own.

The Responsible Individual (RI) is also the manager. They are well known and valued by people who live and work at the service. Information from the RI's visit report and internal audits is used to inform their six-monthly quality of care review.

Well-being

People receive effective person centered care and support. The manager involves health and social care professionals to help people remain as healthy as possible. People are treated as individuals, encouraged to be as independent as possible and are actively supported to do the things that matter to them. Interactions between people who live and work at the service are relaxed and supportive. People live in a service that does not offer an 'Active Offer' of the Welsh language.

People are protected because recruitment processes and training ensure they get the right care and support. Care workers receive a comprehensive induction and ongoing development and register with Social Care Wales. Staff protect people from abuse and neglect and are fully aware of their responsibilities to raise concerns. People have open and honest conversations with all staff and know how to make a complaint if needed; they have confidence in the manager/RI.

The service is a combination of highly personalised one or two bedroom flats/cottages that reflect the people who live in them. People are encouraged to maintain their own homes in line with their choices but support with domestic tasks is available when needed. Communal spaces are available and are well used by people to have meaningful interactions with each other and their support workers. People use the different spaces available to do things they enjoy, for example socialising with each other, developing skills and pursuing their hobbies and interests. The gardens and outside spaces are accessible and well used, so that people can do things that matter to them, such as spending some quiet time alone or exercising.

People have a voice and input into the running of the service because they know the Manager/RI well and have open conversations with them. People are also fully involved in quality assurance programmes and their feedback is acted upon. Governance processes focus on developing the service by using information from surveys and audits. The Quality of Care Review identifies areas to improve following consultation with people who live and work at the service.

Care and Support

People are very happy with the personalised support they receive. Skilled support workers enable people to be as independent as possible. We saw many positive and encouraging interactions between people who live and work at the service. Support workers understand people's needs and preferences and have taken time to develop effective relationships with individuals. Workers told us *"I've built up a good bond with people"* and *"I get along well with people and help them as much as I can"*. People value the support they receive and told us *"This is the best place I've ever lived"* and *"The staff are great here"*.

People, their support workers and professionals are involved in developing and maintaining personal plans. Key workers review plans every month with people to ensure information is accurate and focuses on what individuals want to achieve. Risk assessments help to keep people safe, while promoting and maintaining independence. We saw creative use of equipment that safely promotes people to do things for themselves.

People usually arrange their activities on a one-to-one basis and enjoy going shopping, taking part in their hobbies, volunteering and go to visit their friends and family. People also pursue their own specific interests at the service, such as music, films, art, model making and gaming. An individual told us about how much he enjoyed teaching some of the other people he lived with about his hobby.

People have as much control as possible over their lives and their decisions are respected by support workers. The skilled staff team work positively with people and are clear around their responsibilities to work safely, in line with individual Deprivation Of Liberties Safeguards (DOLS) assessments.

There are adequate staffing levels in place to meet people's needs and we observed many understanding and friendly interactions throughout the inspection. The service also supports people to move on to more independent living, should they choose to do so.

Environment

The service is based in large grounds, the accommodation is a combination of one or two bedroom flats/cottages and a communal area. People decorate their own homes by choosing the colour schemes, furnishings, photographs and pictures. People maintain their own homes and support with domestic duties is provided if needed. An individual told us *“My flat is nice, I do my own cooking and I have all my stuff here”*. The communal areas of the service are designed to enable socialisation but people told us they usually tend to call in to each other’s homes for a drink and a chat.

People are encouraged to be as independent as possible by budgeting, shopping and cooking for themselves. However, support is offered if needed or people can eat from the main kitchen, which has a food hygiene rating of five.

The provider has a planned maintenance programme to ensure the grounds and décor of the service are safe and maintained in line with individual’s needs and choices. We were told that any issues are acted upon quickly and repairs are completed promptly.

Regular Health and Safety audits of the property are completed. Testing of fire safety equipment is up-to-date. Personal Evacuation Plans are individualised and available in emergencies.

Leadership and Management

The provider has good arrangements in place for monitoring, reviewing and improving the quality of the service. The RI is also the manager and has effective oversight of the service, they gather feedback from people who live and work at the service every three months. We saw positive, open and honest comments from people, staff and external professionals in surveys and audits, this information is used in the six-monthly Quality of Care Review.

The RI/Manager works directly with people on a day-to-day basis. They know people well and are an integral part of their lives, We saw many understanding and positive interactions between them and individuals. A person who lives at the service said *"[RI/Manager] is great, I get along well with her and she helps me"*. Staff describe the RI/Manager as accessible and helpful; support workers told us *"I like working here and I can go to the manager or deputy if I need support"* and *"[Manager/RI] is very good, she listens and I can talk to her and she'll sort it out"*.

Support workers receive beneficial two monthly supervision to develop their skills and practice. They told us the manager/RI is always available if they need any additional support or advice. A support worker said, *"Supervisions are helpful and straightforward but I can talk to [RI/Manager] whenever I need anything"*. Discussions with staff, demonstrate a good understanding around safeguarding. Procedures are in place to support good practice and staff have a sufficient understanding of key policies.

Pre-employment checks take place before new employees start work. These include references, Right to Work and Disclosure and Barring (DBS) checks. New staff receive a comprehensive induction and ongoing mandatory and person specific training to meet people's needs. A support worker told us, *"Supervisions are helpful and straightforward but I can talk to [Manager/RI] whenever I need anything"*. Staff are supported to complete the 'All Wales Induction Framework for Health and Social Care' and register with Social care Wales.

Staff work flexibly as a team to meet people's needs. Experienced support workers have taken time to build up trusting relationships with people, they understand everyone's complex and unique needs. A person who lives at the service told us *"This is the best place I've ever lived"*.

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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