



## Inspection Report on

**Elliot's Hill Care Ltd - Elliot's Hill RCH**

**Great Elliot's Hill  
Crowhill  
Haverfordwest  
SA62 6HT**

**Date Inspection Completed**

07/12/2022

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## About Elliots Hill Care Ltd - Elliots Hill RCH

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Elliots Hill Care Ltd
Registered places	23
Language of the service	English
Previous Care Inspectorate Wales inspection	20 May 2022
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

People who have made Elliots Hill their home are supported and cared for by a team of care workers who are effectively managed by an experienced management team. The management team has good oversight of the service, and the governance arrangements are robust.

There is an ongoing programme of refurbishment and some of the work completed has been done to a good standard, but greater attention to detail would improve the environment further.

Care workers are appropriately trained and supervised and have good relationships with people. They have the time they need to provide individualised and person centred care and support.

## Well-being

People are safe and protected from harm. Workers know their responsibilities in relation to safeguarding. They would report any concerns to their managers and are confident these would be appropriately managed and reported. Access to the service is monitored by care workers, meaning they know who is in the building at all times.

A relative told us "*they have big hearts*" when talking about the staff, adding "*X thinks the world of them (the staff), and they think the world of X*". Interactions between people are friendly and encouraging and care workers are able to communicate with people to ensure their needs and wishes are understood.

People's well-being is enhanced by the opportunities they have, to do things which are important to them. Care workers have the time to spend with people individually and say care is never rushed. They work well together as a team and feel they can rely on each other to offer support in a person centred way.

People's needs are met by care workers who are motivated and friendly. They know people well, and know what and who is important to them. Care workers interact with people in a person centred way. We overheard some nice interactions between people and those supporting them which shows a rapport has been built. Care workers have time to chat with people and care is not rushed.

## Care and Support

People receive care and support from workers who know them well. Interactions are relaxed and friendly and focus on what is important to the person, with care workers engaging well and encouraging people. One care worker spoke about the ways they promote independence, and this was corroborated by relatives.

Physical health needs are met by care workers. They are able to recognise if a person's skin is at risk, and have the training needed to safely care for, and treat urgent situations. Some people see other health professionals for specialist advice and treatment. People's weight and physical observations are monitored, and note is made when people choose not to have these checks done. People are encouraged to achieve and maintain a healthy weight and they can be confident the meals offered are balanced and nutritious as they have the nutritional value worked out. There is a good understanding of the importance of good nutrition.

Care records are detailed and informative. There is a personal profile which sets out key messages including what must happen; how the person likes to spend the day and information about friends and family. There are a range of care plans for different needs, including communication; mobility; personal care and interests. Daily records are brief but contain the information needed. Care workers have time to read the records and consider they have the information they need to meet people's needs.

People can do things that are important to them. Some enjoy using public transport and others can go out with care workers to places they want to go to. Some people like to have their hair and nails done, and during the inspection, the hairdresser was there and care workers also offer pampering sessions to people. Some people enjoy watching films and other like to go out for walks.

## Environment

People live in a service which is suitable for their needs. Accommodation is over two floors and there is a lift if people need assistance.

Bedrooms are generally comfortable. Some are personalised with people's photographs and ornaments. All have a wash basin and there are bathrooms and toilets throughout.

People can spend time in one of the lounge areas or the dining room, which are comfortable and reasonably homely.

There is a programme of refurbishment and some of the bathrooms have been completed to a high standard. Work is currently taking place on some of the bedrooms. Greater attention to detail would enhance the environment further, although we note the Responsible Individual (RI) has picked up on some of the areas identified by us. Investment into the service includes a new fire safety system

Standards of cleanliness are good throughout the service with no malodours. People are satisfied with the levels of hygiene.

There is some outside space for people to use and people are able to walk in the countryside from the service.

Equipment has been checked to make sure it can be used safely.

The kitchen has been awarded the maximum rating of five by the Food Standards Agency. It appears clean and with the equipment needed.

## Leadership and Management

There are some very robust and effective governance arrangements in place to monitor quality. The manager completes a detailed and reflective review of the service, setting out areas in need of improvement as well as the areas where the service is doing well. The RI has good oversight of the service and visits regularly.

The quality checks completed by the provider shows people are very satisfied with the service.

Care workers consider they have had the training they need to safely carry out their duties. The training matrix shows most workers have up to date training, but there are some gaps. Care workers feel able to ask for additional training if they think this is necessary for their work.

Professional development is encouraged with some care workers taking on additional training. Some workers have been promoted and some have moved to other roles within the service. Care workers receive constructive feedback as part of supervision, and the supervision matrix shows this is up to date and carried out in line with regulation.

Care workers are motivated and feel valued. They are able to speak to a colleague to talk about any ideas or concerns they may have and are confident of getting a helpful response. They are recruited following a safe recruitment process. Recruitment information is stored electronically and contains the required information including references and safety checks. Most files contain evidence of a full employment history as well as evidence of induction which includes shifts where they shadow more experienced workers.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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** 03/01/2023