



# Inspection Report on

**Hengoed Park Care Home**

**Hengoed Park Care Home  
Cefn Hengoed Road Winch Wen  
Swansea  
SA1 7LQ**

## **Date Inspection Completed**

02 & 03 August 2021

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## About Hengoed Park Care Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Hengoed Park (Swansea) Ltd
Registered places	133
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	Yes

### Summary

Hengoed Park Care Home provides care and support for 133 people who require either nursing or personal care and is located in Winch Wen, Swansea. The service is owned by Hengoed Park (Swansea) Ltd. A manager in post with day-to-day responsibilities is registered with Social Care Wales. The responsible individual (RI) is Desmond Davies.

The care and support provided to people is to a very high standard. Observations, conversations with people and feedback from relatives was extremely positive. People are very happy and feel safe living at the service. They live in an environment that continues to improve and develop around their changing needs. Staff are well trained, committed, professional and place people at the heart of the service. The management team actively demonstrate the values of the service providing strong supportive leadership. They are committed to improving the lives of people as well as developing the careers of staff.

## Well-being

People are treated with dignity and respect and their individual circumstances are always considered. Care workers know the people they support extremely well and promote a partnership approach and a sense of community. People and/or their relatives are actively involved in their care and support. Personal and risk management plans are clear, being reviewed and reflective of current circumstances. Records provide up to date information on people living at the service. They provide a comprehensive overview of the individual including health, dietary needs, personal preferences, background, family histories. They also identify people who are important to them. Staff are well trained, committed and place people at the heart of the service.

The physical and emotional wellbeing of people is actively promoted. Staff encourage people to get involved in community activities, but are sensitive if they prefer one to one time. They actively ensure “feelings matter most” is at the heart of the service. Care workers demonstrate a value based approach and treat people with respect. The service provides good facilities for people living with a range of health conditions, especially those living with dementia. People experiencing distress are listened too and techniques used to distract, acknowledge and address their concerns. Personal plans, discussions with staff, people and their relatives evidence significant improvements in the health and wellbeing of people.

The Welsh language is actively being promoted. There are a significant number of Welsh speaking staff available if a person prefers to speak in Welsh. There are regular activities in place promoting Welsh language and culture. There is bilingual signage throughout the communal areas of the service. The statement of purpose accurately describes the service and is also available in Welsh.

People live in a well-maintained environment where they are happy and safe. The registered provider continues to invest for the benefit of people and the wider community. People enjoy living at Hengoed Park and told us they feel safe. Relatives and visiting professionals also confirmed this. Visiting arrangements are safe and visitors welcomed. All areas of the service are presented to a very high standard. The service promotes a dementia friendly environment. There are strict infection control measures in place. A team of maintenance and domestic staff maintain the service and ensure the relevant health and safety checks are completed. There are clear safeguarding protocols in place, and all staff receive training and guidance from managers. The safeguarding policy is in line with current safeguarding procedures. The service provider needs to improve their vetting process to enable them to make a decision on the continued employment of staff.

## Care and Support

Staff who really care promote the physical, emotional and mental wellbeing of people. Staff demonstrated the values of the service throughout the inspection. They actively ensure “feelings matter most” is at the heart of the service. All staff are very kind and promote dignity, understanding and respect. People experiencing distress are listened too and techniques used to distract, acknowledge and address their concerns. Care workers are well trained in key areas such as dementia care, positive behaviour support and manual handling. We saw a person living with dementia get upset when being lifted out of their mobility aid into a chair in the lounge. Care workers were sensitive in their approach, one holding their hand, whilst providing words of comfort. Another person living with dementia was agitated in the dining area, due to unwanted items on the dining table. Care workers knowing the person very well, acted quickly in removing the items. They then sat with the person ensuring they were ok discussing what they wanted for breakfast.

Staff know people very well and overall documentation reflects their current situation. Initial assessments are detailed and reflect a partnership approach with external professionals and people/ advocates. The service has consistently good systems in place to record people’s likes and dislikes and any risks to their wellbeing. Most people have one-page profiles outside their bedrooms. This we felt was very useful in getting a sense of the persons likes/ dislikes, brief history and what hobbies/ pastimes they enjoyed. There is a full programme of group and individual activities for people to enjoy. There are consistently good checks in place in relation to maintaining areas such as skin integrity, weight and oral health. The service is currently working with staff to ensure all personal care activities, such as bathing/ showering are consistently recorded on the electronic care management system. There are clear management systems in place in relation to falls and accidents/ incidents. Medication is well managed by experienced staff supported by an experienced Pharmacist Technician. There is a real drive to use a more therapeutic approach rather than anti-psychotic medication. People and relatives are actively involved in their care and support

People are supported to maintain a healthy diet and fluid intake. Where individuals are at risk of weight loss or dehydration there is effective monitoring of weight, nutritional and fluid intake. Remedial action is taken when concerns arise. There is a comprehensive menu with a wide range of choice. Catering staff speak to people regularly on their preferences. Healthy choices of food are available and people with specific diets are well supported. Where necessary, additional external specialist advice is sought and the relevant action taken. We saw mealtimes are a positive experience and, where required, care workers support people sensitively to eat and drink.

## Environment

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People living with dementia benefit greatly from a dementia friendly environment. The service has placed great emphasis on developing the internal and external environment. There are colour contrasting paint schemes throughout communal and bathroom areas. Carpets throughout the service are neutral. Wide corridors with many different pictures of people enjoying activities and local places of interest help stimulate memories. Seating areas are varied with people having access to both quiet and interactive space. Comments from people are very positive, including, *“this is as good a place as I can ever have”* and *“it’s such a lovely friendly place to live”*. Each room has a pen picture on the wall (agreed with the individual) highlighting what they like/ dislike and their proudest achievements. External space is varied and includes accessible lakes, an animal park and horse stables. Outside communal patio, areas are well planned and safe. They are accessible via communal lounge areas and secure. They provide elevated views of the countryside and coastline. There is a real sense of community in the service between people and staff. Staff have a good knowledge of the people they support, and well trained in working with people living with dementia.

People live in a safe, well-maintained environment, which encourages visitors. Visiting arrangements are highly effective. There is a dynamic risk assessment in place and very strong infection control measures in relation to Covid-19. All staff were seen wearing the correct personal protective equipment (PPE). Any visitors before entering have to go through a set protocol in line with current guidelines. This includes temperature checking and lateral flow testing. Relatives are regularly consulted and well informed on any changes to national protocols. Due to numbers of relatives, there are options on using both internal and external areas of the service. The booking system is well managed and sensitive to the needs of both people and relatives. Overall relatives understand the management difficulties saying, *“visitors are always made to feel welcome”* and *“they are very accommodating”*.

All areas of the service are presented to a very high standard. Cleaning arrangements are detailed and robust with dedicated domestic staff to each floor. Mobility equipment, personal protective equipment (PPE) and consumables (such as continence pads) were plentiful with good storage arrangements. There is a dedicated team of maintenance officers with clear maintenance schedules in place. Fire safety and servicing of equipment is well managed.

## **Leadership and Management**

The service provider has clear oversight of financial arrangements and continues to heavily invest in the service for the benefit of people and the wider community. The service at the time of inspection had a number of empty rooms. This is a direct impact of the Covid-19 pandemic. There are planned adaptations and works in progress to create a

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number of additional bedrooms. New communal lounges are being developed to a high specification, with one in use during the inspection. There are also plans to further develop the large external grounds into independent living bungalows and a community hub. The ethos is to create a retirement village allowing the wider community to use the facilities when restrictions allow.

There is a very strong leadership and management team with extensive governance arrangements in place to ensure a highly quality service is delivered. The service is family owned and based on a core set of values. At the heart of the service is the philosophy of “feelings matter”. The statement of purpose is values based and accurately describes the service. The responsible individual and senior management team are very accessible, supportive and well thought of by people living at the service, relatives, staff and visiting professionals. They attend the service on a daily basis and continue to have day-to-day operational responsibilities. We found quality assurance and continuing improvement key functions in the service. The managers complete a range of audits covering areas such as medication, accidents/ incidents, falls management and health and safety. These inform both quarterly and six monthly audits carried out by the RI. These reports also provide good evidence of agreed actions in improving and further developing the service.

The service provider operates a culture of openness, honesty and candour at all levels. The management team maintain good channels of communication both internally and with relatives and external professionals. We saw any expressions of dissatisfaction are acted upon in an open and professional manner. Appropriate guidance is sought and action taken in relation to any safeguarding concerns. Comments from people include *“the manager provided a great deal of emotional support and resolved the matter quickly”*. Relatives said *“the managers are all involved in a hands on way”* and *“they know all the residents personally providing exceptional standards of care”*. A visiting professional told us *“it’s a very good service, who communicate very well”*. There are a wide range of policies and procedures to support staff in their roles. Staff demonstrated a clear understanding of these, especially around safeguarding vulnerable people. The statement of purpose accurately reflects the service.

The service provider ensures staff are well trained and supported. Although a part of the recruitment, process needs to improve. Staff experience a detailed initial induction and an ongoing programme of training and development. Staff are encouraged to further their knowledge and experience in order to develop their career. A number of staff have completed management qualifications and progressed within the service. Staff are being well supported through formal and informal supervision processes. Staff feedback is excellent, and includes statements such as *“I feel very well supported”*, *“they are a very supportive management team”* and *“it’s a lovely place to work”*. However, the service has failed to ensure reapplications are made for a new Disclosure and Barring Service (DBS) certificate for a high number of staff working at the service within three years of the issue of the previous certificate. This check prevents unsuitable people working with vulnerable adults. Staff had instead been completing an internal annual disclosure statement. The

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service provider acknowledged this and immediate steps are being taken. This is an area for improvement and we expect the provider to take action.





**Areas for improvement and action at, or since, the previous inspection. Achieved**

**Areas for improvement and action at, or since, the previous inspection. Not Achieved**

None	
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**Areas where priority action is required**

None	
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**Areas where improvement is required**

The service has failed to ensure applications are made for a new DBS certificate in respect of that person within three years of the issue of the previous certificate.	Regulation 35(6)
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The area(s) identified above require improvement but we have not issued a priority action notice on this occasion. This is because there is no immediate or significant risk for people using the service. We expect the registered provider to take action to rectify this and we will follow this up at the next inspection.

**Date Published** 01/10/2021