



# Inspection Report on

**Heatherslade residential home**

**Heatherslade Residential Home  
1 West Cliff Southgate  
Swansea  
SA3 2AN**

## **Date Inspection Completed**

1<sup>st</sup> September 2022

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## About Heatherslade residential home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Heatherslade Hotel Ltd
Registered places	21
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">30<sup>th</sup> January 2020</a>
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 live in Heatherslade Residential Home and their relatives told us they are very happy with the care and support provided. Care staff told us they receive good support from the management team and enjoy working in the service. Care planning processes are robust and thorough. An experienced and trained team of care staff and managers work in the home. Further staff training needs to be put in place to fully align with the statement of purpose (SoP) and service delivery. There are robust quality assurance processes and oversight of the service by a dedicated management team. The responsible individual (RI) has a strong presence in the service. The provider has acted on and met regulatory notifications from the last inspection.

The environment is safe, clean and homely. There are pleasant communal areas and a well kept garden area for people to enjoy. The service does not align with current regulation regarding double room ratios.

People are safe and staff understand the importance of safeguarding and reporting any concerns. The building is secure with all entrances and exits locked. There are good infection control procedures in place and the home is clean and well-ordered throughout.

### Well-being

People are well supported and cared for at Heatherslade Residential Home. Staff are dedicated and committed to the work they do. People and relatives told us they are very happy with the support provided and the caring approach of staff. Relatives told us communication with and from the service is good. We noted positive interactions between staff and people throughout the inspection. Many comments were made by people and staff about the warm, friendly and family oriented culture and feel in the service. Policies and procedures provide clear guidance for staff to understand their role and how they should provide care and support. The current statement of purpose (SoP) is consistent with the service provided. Care workers told us they enjoy working in the service and get good support from managers and the RI. There are processes in place for assessing, monitoring and reviewing the care and support needs of people. Care workers receive both core and specialist training, although this is not up to date for all staff currently. Care workers receive regular planned supervision and appraisals. People are consulted about their preferences, choices and support needs on a regular basis.

There is good oversight and governance arrangements within the service. The management team and RI are accessible and supportive. There are robust quality assurance processes including scrutiny by the RI who visits the service regularly. There are planned staff meetings taking place which clearly document actions as appropriate. The standard of accommodation is comfortable, clean and bedrooms are personalised. There is a pleasant and well maintained garden for people to enjoy. All entrances and exits to the service are safe and secure. The service is not currently meeting statutory regulatory requirements in relation to single and double room ratios. People told us there is a good choice of fresh food provided and different dietary needs are catered for.

People are protected from abuse and neglect as care workers and managers understand their safeguarding responsibilities and are aware of how to raise concerns should they need to. All care workers spoken with showed good knowledge and awareness of safeguarding procedures. There are robust infection control procedures and cleaning schedules in place to minimise risk.

## Care and Support

People receive a good standard of care and support at Heatherslade Residential Home. We spoke to three people using the service and two relatives. A person told us; *“very good and they listen to you”*. A relative stated; *“cannot recommend it highly enough. Fantastic communication, really happy with standard of care and support. Always smells lovely here, clean and spotless. My Mother is always presented well”*. Positive, warm, friendly and respectful interactions were observed between care workers and people throughout the inspection. We read a contract monitoring inspection report, recently completed by Swansea Local Authority which states; *“discussion with residents confirmed that each feels safe from harm, are treated with dignity and respect, feel valued, and are able to express their views and opinions freely”*.

A knowledgeable and committed staff team meet people’s care and support needs well. Staffing levels are consistent with the statement of purpose (SoP) and include a manager registered with Social Care Wales (SCW), deputy manager and care staff team. Care staff and the deputy manager spoken with show good knowledge of their roles, many having worked in the service for years. We spoke to three care staff during the inspection who all gave positive feedback about the support they receive from managers. A care worker told us; *“good support from managers. RI present in service, approachable and supportive”*. Another told us; *“well supported. We have regular handovers with managers and seniors. Good managers, open door policy”*. Care workers access taught training facilitated by the deputy manager including; infection control, fire safety and food hygiene. Not all core and specialist training is up to date for all staff. The provider has a plan in place to address this over coming months. While no immediate action is required, this is an area for improvement and we expect the provider to take action.

People’s care and support needs are documented in a detailed and thorough online support plan. Although support plan reviews take place, we have recommended this process is strengthened in relation to fully capturing outcomes and the contribution of people and appropriate others. Managers and care staff have good knowledge of people’s on-going care needs. A sample of personal support files viewed contain personalised information regarding likes, dislikes, care and support needs and risks. There is comprehensive information regarding health care needs such as pressure area care and specific risk assessments for staff to follow. There are thorough and robust pre-admission procedures.

Systems to manage medication safely are robust. There are safe arrangements for storing medication which is accessible only to authorised staff. Temperature of the medication room is documented on a regular basis. There are clear medication management systems in place including a medication policy and regular audits. All staff administering medication are trained and managers have good oversight of this. Medication Administration Records (MAR) are completed appropriately.

## Environment

People are cared for in a safe, homely, clean and secure environment. There is a pleasant and well maintained outside garden and patio area with seating. Some internal areas of the home would benefit from new floor coverings. The RI told us there is a plan to address this and they are awaiting a fitting time from the contractors. We viewed all communal areas of the service including a selection of bedrooms. People enjoy living in the home and spoke positively about the environment. We saw external exit and entry doors to the home are safe and secure. Fire exits and corridors are clear and free from clutter. We saw bedrooms are personalised and comfortable, some with views across the countryside and sea. We noted there are two shared rooms, which means the service is over the 15% shared occupancy allowance detailed in regulations. This was also detailed in the last full inspection report. This is having an impact on people's well-being and we have therefore issued a priority action notice. The provider must take immediate action to address this issue.

The environment is safe and there are robust processes in place to ensure checks are completed and documented. Safety certificates for gas installations, stairlift operation, fire alarms, hoists and slings, portable appliance tests (PAT), electrical safety checks are in place. We saw a detailed comprehensive file containing oversight of fire checks, tests and safety certificates. We saw cleaning products are stored safely, appropriately and according to control of substances harmful to health regulations (COSHH). There is a dedicated laundry room and soiled items are separated from clean, observing good infection control. The kitchen staff have a good knowledge of people's dietary needs including specialist requirements such as diabetes and swallowing difficulties. All people spoken with informed us they enjoy the variety and choice of meals provided. There is a current food hygiene rating of five (very good).

## Leadership and Management

There is good oversight and governance of the service by the management team. Policies and procedures are detailed and robust covering areas such as safeguarding and complaints. All policies viewed are thorough and reviewed regularly. The RI is active and present in the service, living nearby. The RI completes checks to help ensure people are happy with the quality of care and support provided. The service has robust quality assurance procedures and processes to ensure the service provided is of a good quality and safe. The current SoP accurately describes the service provided. We read reports such as quality of care reviews that cover areas such as consultation with people, quality improvement, safeguarding and accommodation with related actions. The provider is aware of the importance of the Welsh language in relation to service provision and is actively working towards this.

There are experienced care workers working in the home alongside the management team. This includes care workers, senior care workers, domestic staff, kitchen staff and a maintenance person. Staff records are kept in a locked filing cabinet in an office. Records indicate that new care staff receive a thorough induction aligned with the All Wales Induction Framework (AWIF). Staff files contain the appropriate recruitment information and evidence of checks including, data and barring service (DBS) for staff. We spoke with three care staff during the inspection. They informed us they feel well supported by the management team and receive regular formal and informal supervision. One care worker told us; *“good support from managers. RI present in service, approachable and supportive”*. Another care worker stated; *“well supported. We have regular handovers with managers and seniors. Good managers, open door policy”*. We were also told there are planned staff team meetings and we saw records confirming this. We saw an overall supervision log documenting most care workers are receiving regular formal supervision. Care workers have either completed or are working towards a Qualification and Credit Framework (QCF) in care at the appropriate level. The provider is also in the process of supporting staff to register with Social Care Wales as required. Care staff currently receive training facilitated by the deputy manager at planned sessions. These include training covering; fire safety, infection control, manual handling and oral hygiene. The service provided an overall staff training matrix and we noted gaps for some staff in relation to core and specialist training attended. While no immediate action is required, this is an area for improvement and we expect the provider to take action.