



Inspection Report on

The Haven

**31 Haven Road
Haverfordwest
SA61 1DU**

Date Inspection Completed

04/09/2023

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About The Haven

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Accomplish group Ltd
Registered places	14
Language of the service	English
Previous Care Inspectorate Wales inspection	
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 care and support provided at The Haven and speak highly of care staff. People are encouraged to become as independent as possible and make choices regarding how they live their lives. Care staff treat people with dignity and respect and have a good understanding of the needs of the people they support. Care documentation is accurate and up to date, helping care staff deliver good quality care and support. Care staff feel supported in their roles and receive regular, relevant training so they remain sufficiently knowledgeable and skilled. A safe recruitment process ensures care staff have the necessary skills and qualities needed for working in the care sector. Governance and quality assurance is overseen by the Responsible Individual (RI) who visits the service regularly to discuss provision with people and staff. Written information such as policies and procedures are kept under review and guide staff to ensure best practice is followed. The environment is maintained to a high standard and promotes the independence and well-being of people living at the service.

Well-being

People are protected from harm and abuse, as far as is possible. People have risk assessments and management plans in place, helping to keep them healthy and safe. There are also generic risk assessments which highlight possible risks within the home. Care staff receive safeguarding training and there is a safeguarding policy which is aligned with current national statutory guidance. Care staff we spoke to said they are aware of their safeguarding responsibilities and the process for reporting concerns.

People are very actively supported with their health and well-being and their independence is promoted whenever possible. Care staff know the people they support well and can recognise physical or mental health issues quickly. We saw strong evidence that advice is sought from relevant professionals in order to promote people's physical health and well-being. There are robust medication management systems in place ensuring people's medication is stored and administered safely.

People are encouraged to voice their opinions and are treated with dignity and respect. People we spoke to gave an informed account of the care and support they receive at the home, together with the outcomes intended for them. People are involved in their care planning and contribute to reviews of their care documentation. Personal plans are up to date and accurately reflect people's needs. People told us they are very regularly consulted and are encouraged to voice their opinions. People's views on service provision are collated to help inform improvements. The consistently positive feedback from people regarding care staff indicates they are kind, considerate and respectful.

People live in a home which supports their well-being. The home is clean and comfortable throughout. We saw that people are able to personalise communal areas and their own rooms to their preference if they chose to. The home is maintained to a high standard. An ongoing programme of maintenance, checks and servicing promotes environmental safety.

Care and Support

All people living at the service have detailed personal plans in place. These set out the best ways of supporting people to achieve their personal outcomes. Personal plans are person centred, meaning they are specifically tailored to each individual. We examined a selection of personal plans and found they are clear and concise. Risk assessments are also included. These highlight potential risks and strategies for keeping people safe. They also highlight the benefits of taking risks, allowing people to experience positive risk taking. Care staff we spoke to told us personal plans contain the right level of information for them to provide effective care and support. Personal plans are regularly reviewed to ensure they remain relevant. People are encouraged to participate in their care planning and reviews where possible, where they discuss the effectiveness of the plan and any changes which might be necessary.

People have good relationships with care staff. We observed positive interactions between people and care staff throughout our inspection. It was evident care staff know the people they support well and are familiar with their needs and daily routines. We saw care staff engaging with people in meaningful conversations, speaking in a friendly, informed and respectful manner. People we spoke to provided complimentary feedback regarding care staff.

People are supported to engage in activities both within and outside the home. We saw people going out and returning to the home with care staff throughout the inspection. People participate in a variety of activities such as visiting local beaches, shopping, attending community activities, visiting the cinema, swimming and trips out in the car with care staff. Emphasis is placed on assisting people to continue activities they already enjoy and benefit from and on discovering new opportunities. All such activities are risk assessed and the appropriate numbers of staff accompany people.

Medication management systems are effective, ensuring medication is stored and administered safely. Medication is stored securely and temperatures are recorded. People have medication support plans detailing how and when they take their medication. They also contain information about their medication and any risks associated with it. There is a medication policy and care staff receive training to help them administer medication in line with best practice guidance.

Written information is available for people to view. The statement of purpose sets out the service's aims and objectives and evidences how it can meet the range of needs which are catered for. People are informed about the ways in which any concerns or complaints can be reported.

Environment

The Haven can accommodate up to fourteen people. The service is set over two houses and two bungalows located on the same site. All areas are spacious, accessible and well-decorated. We found the layout and furnishings within people's rooms to be appropriate to their individual needs and choices. People are able to access safe outdoor areas and also enjoy games and activities on the large lawn. A range of communal areas are available for people to use, enabling them to socialise or spend quiet time if they so wish. People who enjoy socialising were seen enjoying the company of others during the inspection. Care workers know people well and we overheard interested and informed conversations taking place. Communal areas within the home are well furnished, comfortable and homely.

There are measures in place to reduce risks to people's health and safety. The home is welcoming and friendly but has strict security measures in place to keep people safe. There are locked gates at the end of the driveway which are opened via intercom and visitors must ring the door bell and wait to be invited into the home. A visitor's book is kept in order to monitor who is in the building. We found the home to be in a good state of repair.

There is a rolling programme of checks and maintenance ensuring the environment, its facilities and equipment are safe. Utilities such as gas and electricity are regularly inspected by appropriately qualified people and have the necessary safety certification in place. There is a fire risk assessment and fire safety features such as alarms and fire fighting equipment are regularly serviced. A Personal Evacuation Plan (PEEP) is in place for each person, ensuring they can safely evacuate the building in the event of a fire. There is sufficient storage space available and substances hazardous to health are securely stored.

Leadership and Management

Care staff are subject to a thorough recruitment process. This is to ensure they are suitable to work with vulnerable people. Pre-employment checks include references from previous employers and Disclosure and Barring Service (DBS) checks. On commencement of employment, new employees must complete a structured induction which is aligned with the All-Wales Induction Framework. Care staff are required to register with Social Care Wales, the workforce regulator. This is to ensure they are suitably qualified.

Care staff are trained to meet the needs of people living at the service and feel valued and supported. Care staff receive core and specialist training. Core training covers generic topics such as health & safety, fire safety, first aid awareness and safeguarding. Specialist training is specific to the needs of the people living at the service and includes continence promotion, managing anxiety, diabetes management, dementia care, skin care, care planning, developing as a worker and assessing needs. We looked at records relating to training and found the service is compliant with its training requirements. We also looked at records relating to supervision and appraisal and found care staff are receiving the required levels of formal support, with supervisions taking place at least every two months. Care staff we spoke to said they feel supported in their roles. They told us they are supported well by their manager, who they can approach at any time, and by their colleagues. They reported a high sense of team morale and said the home is a good place to work in.

Governance and quality assurance measures help the service run smoothly. The Responsible Individual (RI) has good oversight of service provision. They visit the home regularly and meet with people and staff to discuss their experiences and gather their views to inform improvements. During these visits the RI also analyses records relating to staffing, care and support, and the environment. The quality of care report demonstrates a high level of satisfaction for the service provided at The Haven.

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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Date Published 16/10/2023