



Inspection Report on

The Haven

**31 Haven Road
Haverfordwest
SA61 1DU**

Date Inspection Completed

26/10/2022

Welsh Government © Crown copyright 2022.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.

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	26 August 2021
Does this service provide the Welsh Language active offer?	The service is working towards providing an 'Active Offer' of the Welsh language.

Summary

The Haven Care Home is a purpose built home situated on the outskirts of Haverfordwest. It is a care home that provides support to people who may have a learning disability or mental health needs. The home has good access to community facilities.

People feel safe and comfortable with the care workers who support them. The service has an enthusiastic team of staff who are committed to supporting people to maximise their potential and have the best possible experiences. Care workers promote people's rights and treat them with dignity and respect.

The service provides enough staff to meet people's individual needs and support them to live full everyday lives. Care workers receive a good level of training that gives them the knowledge and skills to provide the best possible care. Information about the service is available and accessible to people. There are quality assurance systems in place to promote the safe running of the home and maintain a good standard of care.

Well-being

People are supported to have as much control over their day to day lives as possible. We saw care workers supporting people to be active and to do things they enjoy. The service consults with people, or their representatives, about how they want to be supported. We saw that people's preferred routines are identified in their personal plans. Care records include details about people's backgrounds and care workers were able to speak about these in discussion. The responsible individual (RI) and members of the management team ask people about their experiences during quality audits, to ensure the service is meeting their needs and expectations.

The service promotes people's physical, mental and emotional well-being. People told us they are happy at the home and that they get on well with care workers. We saw people enjoying good interactions with care workers who treated them with respect and clearly had a good knowledge of their needs, likes and preferences. Care workers provide care and support in a relaxed and professional manner which puts people at ease. The service uses a range of information to develop personal plans that outline people's individual care and support needs and the goals they would like to achieve. Risk assessments are carried out to identify the safest way for care workers to support people. The service manages medicines and makes sure people receive support from medical and specialist services as needed. There are suitable infection control measures in place to minimise infection risks.

People live in accommodation that suits their particular needs. The home is purpose built and there is sufficient space to allow people to move about comfortably. People are able to access indoor and outside communal areas. Care workers support people to go into the community. People are able to develop their cooking skills and are encouraged to participate in menu planning and shopping. We saw that fridges and freezers were well stocked, there was a good supply of tinned foods and fresh food was also plentiful. Fruit bowls contained a variety of fresh fruit for people to help themselves to. The home is clean, well maintained and appropriately furnished. Regular environmental inspections and safety checks are carried out.

The service helps keep people safe and protects them from harm. Appropriate pre-employment checks are carried out to make sure any new staff are suitable. Staff are trained in safeguarding and the service has a safeguarding policy in place. Care workers receive a good standard of training, both in mandatory subjects and specialist areas, in order that they can continue to meet the changing needs of people living in the service.

Care and Support

There are systems in place to ensure the service can meet people's care and support needs. Plans provided by health and social care professionals are reviewed prior to admission and staff at the service carry out pre-admission assessments before people move into the home. People's needs are identified during assessments, which include discussions with individuals, their families and any relevant professionals. The service uses the information gathered to complete a range of risk assessments and personal plans. Personal plans are person-centred and identify outcomes desired by the individual.

People receive a good standard of care and support. We found people to be content at the home, where care workers encourage them to develop their skills and participate in activities they enjoy, either individually or as part of a group. Activities include gardening, cooking, arts and crafts and manicures and pamper sessions. People told us of their involvement in these activities, clearly deriving enjoyment and a feeling of achievement from participating in them. People's risk assessments and personal plans are kept up to date so care workers know how best to support them. We saw evidence that people are helped to access medical and specialist services to promote their health and well-being.

The service manages people's medicines in a safe way. Records confirm that staff receive training before administering medication, in line with the home's medication policy. The service promotes a good standard of hygiene and infection control, with very ample stocks of cleaning items. We found the home and its facilities to be clean throughout. We saw that any spills are dealt with promptly. We saw that appropriate measures had been implemented to reduce COVID-19 and other infection risks. Personal protective equipment (PPE) and waste bins are available and accessible. Care workers are clear about their responsibility to comply with infection control guidance. Records show that care workers complete infection control training.

Environment

The home is 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. We were told that people grow vegetables and flowers in the raised beds to the rear of the home. They also enjoy games and activities on the large lawn. There is a range of communal areas for people to use, enabling people to socialise or respect their wishes for quiet 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 meaningful 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. It was free from hazards, with harmful products stored securely. We saw that people have an up to date personal emergency evacuation plan that can be accessed easily. Records show that facilities and equipment are tested within recommended timeframes. Maintenance workers are prompt at rectifying any maintenance repairs or issues which are identified.

Leadership and Management

The service is well run and suitable governance arrangements are in place. Managers and staff are visible and have regular, meaningful interaction with people. Care workers told us that, although challenging at times, there are enough staff to provide person centred care. Rotas show that staffing levels are consistent during day and night shifts. We found care staff to be friendly and professional, focusing on people's physical, emotional and social well-being.

The RI is open to feedback and available to staff via phone or during regular visits to the home. The RI visits the service at least every three months to formally assess standards and the required quality reports are completed. She is familiar with all care staff and with people living in the home and seeks their views and opinions on the care they receive and the quality of the service.

People are cared for by sufficient numbers of staff. Records show that appropriate checks are carried out prior to care workers being employed at the service, including a Disclosure and Barring Service (DBS) check. Staff receive appropriate training and support. Training records confirm that staff complete mandatory and specialist training relevant to the needs of the people living in the home. This includes safeguarding, infection control, mental health awareness, autism awareness and positive behavioural support. Staff receive regular formal and informal supervision, which allows staff to reflect on their personal achievements and the experiences of the people they support. Care workers reported that they feel valued and supported in their roles and have opportunities to develop. Care workers are proud of the outcomes they have achieved for people.

Information about the service can be accessed easily. The service has up to date policies and procedures which underpin the care provided. There is a system in place to make sure that these are read and understood by staff. We found that the service is being provided in the line with its statement of purpose.

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
------------	---------	--------

N/A	No non-compliance of this type was identified at this inspection	N/A
-----	--	-----

Date Published 13/12/2022