



Inspection Report on

Hawthorn Court Residential Care Home

**Hawthorn Court Care Home
12 Bayswater Road
Sketty
Swansea
SA2 9HA**

Date Inspection Completed

23/09/2024

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About Hawthorn Court Residential Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Hawthorn Court Care Ltd
Registered places	24
Language of the service	English
Previous Care Inspectorate Wales inspection	26 June 2023
Does this service promote Welsh language and culture?	This service is making a significant effort to promote the use of the Welsh language and culture or is working towards being a bilingual service.

Summary

Hawthorn Court is a well-run, homely service. People like to socialise with one another as they follow their preferred routines. Personal plans outline who people are and explain how care staff should safely meet their care and support needs. People enjoy their meals and activities but have few opportunities to do things outdoors and in the community.

The Responsible Individual (RI) invests in resources and supports developments to improve people's experiences. The manager's passion helps drive a positive culture within the service. Care staff feel part of a hard-working team that helps people lead fulfilling lives. People cherish and take comfort from their relationships with care staff. Staff are appropriately recruited, trained and supported.

There are suitable arrangements in place for cleaning the home and servicing its utilities and equipment. However, outdoor areas are uninviting and have not been properly maintained. Some furnishings and furniture also need to be repaired or replaced. The provider is committed to making the upgrades necessary to improve people's living environment.

Well-being

People are recognised and respected for who they are. The manager is passionate about helping people experience fulfilment in their daily lives, which positively influences staff practice. People's rights are promoted as the manager ensures any restrictions people face are lawful and applied in their best interests. Care staff know what is important to people and are supportive of their routines and requests. Personal plans reflect people's care preferences, although records do not always demonstrate that people are involved in the care planning and review process. The RI seeks people's views about the service to ensure it is meeting their needs and expectations.

People experience a sense of belonging in their home and are comfortable in the company of others. They have warm interactions with care staff, as outlined in the home's statement of purpose: "...*staff have meaningful interactions and positive and caring attitudes towards individuals*". The statement of purpose is a key document that explains what the home sets out to provide and how. Various individual and group activities help keep people occupied and stimulated. However, people would benefit from a more organised approach to community-based activities and outings.

People get the right level of care and support. Care staff support people in line with their personal plans and act on any concerns regarding people's health and welfare. People receive appropriate support with their medication and enjoy a varied diet. People are cared for by a respected staff team that has the required skills and values. The manager supports staff to carry out their roles effectively. The service has clear policies and procedures to guide safe practice. The RI completes thorough assessments of the service to help identify and drive forward improvements.

The home is clean and hygienic, which minimises infection risks. The manager ensures utilities and equipment are safe and in good working order. However, the accommodation does not fully support people's well-being. People are satisfied with their individual rooms but do not have access to pleasant outdoor space. Additionally, some indoor areas need to be renovated and storage areas reorganised. Work to address some of these issues is planned, which we will review at the next inspection.

Care and Support

People receive a good overall standard of care and support. People's needs and preferences are outlined within personal plans, which are supported by appropriate risk assessments. These are reviewed every month to ensure they remain accurate and up to date. The manager submits and closely monitors Deprivation of Liberty Safeguards (DoLS) applications to ensure people do not face any unlawful restrictions. People told us they are satisfied with the care they receive, although there is little evidence that people, and/or their representatives, are involved in the development and review of personal plans. The manager assured us this would be addressed. Work has also begun to strengthen the assessment and care planning process for those receiving respite or short-term care.

The service promotes people's health and welfare. People's medicines are managed safely and administered at the right time. Managers make prompt referrals to medical and specialist services when people's needs change. A visiting professional told us communication from care staff is good. Care staff manage falls in line with company policy and keep detailed records of any accidents or incidents. The manager follows safeguarding procedures correctly and actions recommendations from professionals.

People look forward to their meals and in-house activities. One person said, "*Ooh, it was lovely*" after finishing breakfast and we saw people eating well at lunchtime. Care staff provide the right equipment and position meals correctly to allow people to eat independently. Care staff also assist people to eat their meals in a gentle, dignified way. However, we saw one person's meal being disrupted as care staff left midway to complete other tasks without returning; an issue the manager is addressing with care staff. People's weight is appropriately monitored, and any concerns are acted upon.

An activity timetable and menu are displayed outside the main lounge to inform people about the meal options and activity plans. Records show that people enjoy music-related activities, reminiscence, quizzes and one-to-one time with care staff. People have limited opportunities to spend time in the community, although some may accompany care staff to the shops and pharmacy. The manager is considering how best to facilitate outings, so people can visit places of interest. This will be followed up at the next inspection. Activity records are also being amended to better capture people's experiences and interactions.

People enjoy the company of others. They appeared comfortable with one another as they relaxed within lounge and dining areas. People also have meaningful interactions with care staff, which impacts positively on their emotional well-being. Care staff support people with warmth, patience and kindness and people respond to them with joy and affection. People told us "*They're always caring and respectful*", "*I like them!*" and "*They do look after you here... They're all very nice*".

Environment

The home benefits from environmental upgrades but these need to continue. We found some furniture, furnishings and décor to be in need of repair or uplift, such as the carpet on the main staircase. Storage cupboards are disorganised, and we saw some toilet and bathing facilities without suitable locks. The manager agreed to review and address these matters. The RI acknowledged during the home's latest quality-of-care review that families feel the décor would benefit from "*some love and attention*". The flooring in the ground floor corridor and lounges is due to be renewed and there are plans to refresh the paintwork in communal areas. We will review progress at the next inspection.

People use the front garden to sit and enjoy the outdoors. However, the grounds are not tidy, safe, attractive or fully accessible. Items had been discarded along the driveway and in the rear courtyard and we also saw several weeds and overgrown bushes. The patio slabs in the courtyard are damaged and not level, posing a safety hazard if accessed by residents. The courtyard and driveway are visible from bedrooms and hallways, providing an unpleasant outlook. The report from a recent quality-of-care review notes that people, their families and professionals feel that improving the front of house and making the gardens more welcoming would provide a better first impression. The provider must ensure people have safe access to pleasant outdoor space. Overall, the presentation of internal and external areas needs improvement, and we expect the provider to take action.

People are pleased with their individual rooms, which we found to be adequately furnished and decorated. People told us they spend time in their rooms as they wish, and care staff respect this. We saw surplus furniture in the conservatory, some of which was awaiting disposal. The RI will consider creating distinct seating areas once the conservatory has been decluttered, to provide a more inviting space for people to meet with family and friends. An open-plan seating area in one section of a first-floor corridor is available for family gatherings, although the manager told us visitors often choose to meet in bedrooms or a quiet part of the dining room.

The service has suitable arrangements in place to ensure equipment and utilities are appropriately serviced and inspected. New fire doors have been installed and regular fire safety checks are carried out. Some environmental hazards have been reduced as window openings above ground level are restricted and chemicals are stored securely. Staff are up to date with their fire safety and health and safety training.

The home promotes a good overall standard of hygiene and infection control. Domestic staff follow general and deep cleaning rotas to ensure all parts of the home are cleaned to a high standard. All staff are required to complete infection control training. The home increased its food hygiene rating to 4 (good) in February 2024.

Leadership and Management

The home benefits from strong leadership and management. The manager leads by example and takes pride in putting people first. We saw the manager speaking with people about the things that mattered to them, which appeared to lift their spirits. The manager has responsibility for managing another of the provider's care homes and splits time between the two. A senior staff member leads each shift. Care staff confirmed the manager and senior staff are very approachable and supportive of their views and suggestions. The manager has won a company award and been shortlisted for the Manager of the Year Care Award. The manager told us the RI supports requests for extra resources and is open to new ways of working. The RI completed a very thorough report following a recent quality-of-care review, providing an honest account of how the home is performing and the actions needed to improve the service further. The RI has good oversight of complaints and other incidents.

The service carries out the necessary checks before employing new staff. Staff are vetted by the Disclosure and Barring Service (DBS) prior to employment and at three yearly intervals thereafter. Rotas show that the planned number and skill mix of staff are maintained for each shift. Staff organise their work in a way that ensures people receive adequate supervision. We saw care staff recognising and responding to potential risks appropriately. Although challenging, staff confirmed they can deliver the required care and designate some time to activities. The manager assured us staffing levels will continue to be reviewed and adjusted to accommodate people's changing needs. The timing of one shift remains flexible to support planned appointments and other events.

Morale amongst the staff team is good. Staff told us "*Things are going well*" and "*All the girls are lovely*". Care staff complete most training online and feel well prepared for their roles. Records confirm that training is delivered in line with the statement of purpose and includes topics such as dementia, safeguarding and first aid. Care staff have opportunities to discuss safeguarding concerns and reflect on their performance and relationship with others during their formal, individual supervision meetings. The manager tracks these to ensure they are carried out at the required intervals. The RI also monitors the completion of staff training, supervision and appraisals. Staff attend regular team meetings where the manager thanks them for their hard work and reiterates the expectations regarding their practice.

Overall, the service is being provided in line with its statement of purpose, although this document needs amending to accurately reflect current staffing and management arrangements. The RI is considering introducing a condensed version which is easier to read. The statement of purpose is available in Welsh upon request, although there is no current demand for services in Welsh.

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.

Area(s) for Improvement

Regulation	Summary	Status
44	The grounds are untidy, unappealing and not well tended. Some flooring and furnishings are in poor condition and storage areas are disorganised.	New

	<p>The service provider must ensure the premises is suitably furnished and equipped, in a good state of repair and free from environmental hazards.</p> <p>Grounds must be kept tidy, safe, attractive, and accessible to people.</p>	
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