



Inspection Report on

Holly

**Highfield Park
Llandyrnog
Denbigh
LL16 4LU**

Date Inspection Completed

06/06/2024

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About Holly

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Mental Health Care (Highfield Park) Limited
Registered places	7
Language of the service	English
Previous Care Inspectorate Wales inspection	23 November 2021
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

People are able to do the things that matter to them and enjoy a wide range of activities, supported by staff with shared common interests. People are supported to increase their skills and independence, access work and move on in their lives. They have positive relationships with other people, staff and keep in contact with their families. Relatives commented *“Staff at Holly have been amazing and made life for our whole family so much easier. The work they do is amazing and the impact they have had on x is huge”*. Another relative told us their family member *“is making amazing progress at Holly”*.

Staff receive training and are supported in their roles. Relatives comments include *“All staff are friendly and approachable; nothing is ever too much trouble for them”*.

There is good oversight from the Responsible Individual who ensures the service continues to develop. The manager is well supported by a deputy manager and they look at ways to make improvements to the service. Management meetings and focus groups are held to share information, good practice and lessons learnt to continually make changes and further enhance people's quality of life.

Well-being

People have control over their day-to-day life. They are busy and have plenty of meaningful activities to do, whilst also pursuing their own hobbies and interests. Personal preferences are respected and meetings are held to ensure people make choices about what they want to do now and in the future. Personal plans include information about decision making and who will support people with this. Visual aids and easy read information are used to help people understand what is happening.

Peoples physical, mental health and emotional wellbeing needs are met. Professionals are involved in peoples care and support when needed. Professionals told us *“Communication on the whole is good and they do provide information to support assessments, when contacted”*. Information is available about people’s diagnosis, what this means for them and the support they want from staff. Information about different conditions is also displayed on a board for staff to learn more about. Health plans are in place as well as hospital passports to ensure staff know how best to support people when accessing health care services. Staff promote health and wellbeing by encouraging healthier eating and regular exercise such as swimming, walking and cycling. Opportunities are also created to bring people and staff together for example ‘Bootcamp’. This is for people and staff encouraging them to have a healthy mind and body and lead healthier lifestyles. The manager is part of a focus group about outcomes and told us about this. Goals are clearly set, monitored and achieved by people and staff record their progress on a daily basis. This includes increasing skills, independence, understanding money, using public transport and planning for days out and holidays. Professionals told us they are always *“building on individual’s skills and encouraging people to try new experiences”*. When asked what works well at Holly, staff commented *“The care that is provided to individuals helping them reach their goal”, “progression and goals being met”, “seeing the change” and “what they have achieved”*. Relatives told us the support people receive is *“excellent”*. Professional’s comments include the service is meeting a person’s needs to a *“high standard”*.

People are protected from harm. They are able to raise any concerns they have. Policies are in place and staff training includes safeguarding. Staff follow approaches, complete risk assessments and encourage positive risk taking.

Care and Support

People have personal plans which are kept up to date. Plans are person-centred and very detailed about the care and support people want. People, their families and professionals are included in reviews to look at what is working well and any changes needed. The manager told us staff members also attend reviews as they know people really well.

People are provided with good quality care and support; they are involved and their personal wishes and risks are considered. Personal plans include information about how best to communicate with people and pictorial aids and signs are also used. Monthly meetings look at activities to make sure these are still relevant and enjoyable. Routines are respected, followed and people are supported by their preferred staff members. One-page profiles include people's likes, dislikes and any preferences. The management told us about people's sensory needs and these are reflected in their plans. A specific approach is used to ensure people are working towards and achieving their goals. Management provided examples including people going on holiday for the first time and having new adventures with positive risk taking encouraged. People are supported to research potential job opportunities, attend interviews and start voluntary work. This has helped improve social interaction, building relationships, confidence, more independence and a sense of purpose and self-worth. Relatives commented on people's progress, increased independence and "*living a full life*" since moving into Holly. The manager spoke about how they help to reduce people's anxieties about moving in, and moving out to more independent living, with detailed planning and staff support. Strategies, approaches and assessments are completed so people receive the right support at an early stage. Support is also provided following any incidents to find out what happened and consider how to make improvements.

The service has safe systems for medicines management. Medication administration charts (MAR) are completed and we discussed with the manager about ensuring this is still done when people are away from the service. The deputy manager told us about changes made to medication management and oversight which is more robust. The medication rooms are well organised. There is a medication policy and staff receive training.

The service promotes hygienic practices and manages risk of infection. Staff have access to personal protective equipment (PPE). They receive infection control training, there is a policy in place and audits are completed to identify and address any issues.

Environment

People live in a home which meets their needs. People's rooms are personalised depending on their individual preferences. New items are introduced and different ways of adjusting the environment are also considered to ensure people's comfort and take in to account any sensory needs. There is a sensory room for people to use and ideas and advice are being gathered about how to make the most of this area. People are encouraged to use the kitchens to make their own meals, snacks and drinks. Pictorial signs are displayed around the home which include Welsh and English words to aid orientation and understanding. A room is available for people to meet with their family members, affording them more privacy. The manager told us they are continuing with improvements to make Holly look more homely. There is plenty of outdoor space for people to sit and enjoy, help with gardening, play basketball or use the paddling pool. The manager spoke about plans to continue to enhance this including having a decking area and planters.

The service provider identifies and mitigates risks to health and safety. All ensembles have been redone and the manager told us any general maintenance issues are resolved, commenting they are "*very responsive*" and "*really good*". Policies and procedures are reviewed and updated and staff receive training to keep people and themselves safe. Health and safety audits are carried out. Fire checks are completed and personal emergency evacuation plans (PEEPs) are in place for everyone living at Holly. There is also easy read fire safety information available for people.

Leadership and Management

People are supported by staff who are recruited, valued and trained in their roles. Staff files contain the necessary information and recruitment checks are made. Staff complete comprehensive inductions and we spoke with the manager about recording this. They are registered with Social Care Wales (SCW) the workforce regulator. Staff consistently told us the support they receive is *“excellent”*. Team meetings and bimonthly supervisions provide them with opportunities to raise and discuss any issues. Comments from staff include *“The staff team in Holly works very well together, very proactive team”* with great communication. Relatives also told us *“Staff are all very proactive”*. Training and refresher training is provided and staff told us training is *“excellent”*. They also commented that the management always encourage them to be the best they can be and to progress in their careers. Management are complimentary about having a good staff team, who get along well. Professionals told us they have built a good working rapport with staff.

Governance arrangements ensure people are provided with good quality care and support. The RI visits the service three monthly to look at what works well and any areas for improvement. Management meetings and focus groups are held to share information, good practice and lessons learnt. Staff told us the *“Home is run very well by the managers and the team leaders”*, *“organised”* with *“great management who are approachable and always supportive”*. Professionals told us *“They are easily contactable and are more than ready to support and respond to any queries”*.

A positive culture is promoted. Management told us about how they promote a positive culture and gave examples of this. Staff comments include *“Feeling valued and motivated”*, *“It's a really nice home to work at”*, *“Great team and management and enjoyable workplace”* and *“reliable management”* who care for people living at Holly and the team. ‘Employee of the month’ has been implemented to acknowledge the great work staff do and show appreciation for them and the winner receives a gift. Staff place their votes in a box which people living at Holly have made and decorated.

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
58	Medication management and oversight	Achieved
36	Staff training including specialist training as required	Achieved
44	En-suite bathrooms	Achieved

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