



Inspection Report on

Larch

Denbigh

Date Inspection Completed

12/08/2024

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About Larch

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Mental Health Care (Highfield Park) Limited
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	17 August 2022
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 told us the care and support they receive is *“Excellent”*, commenting *“Larch is like my family”, “I love Larch”, “It is a good house. I am happy here”*. They have choice and control over all aspects of their lives, are fully involved in what happens every single day and plan for their future. People do things that really matter to them, consistently achieve their goals, fulfil their dreams and benefit from positive relationships.

A highly skilled, motivated and committed staff team feel very supported, valued and are actively encouraged to learn and develop further in their roles. They work extremely well as a team, speak highly of the supportive management and their ample opportunities for career progression. Staff told us *“Staff are friendly all the time”, “Staff are caring and show so much compassion”* and *“Staff are always smart I like how they keep up with their standards”*.

There are robust governance arrangements, innovative leadership and a positive culture is promoted. There is thorough and effective oversight by the responsible individual (RI) who visits Larch. Quality of care reviews are comprehensive and superb at analysing and identifying areas to enhance service delivery. Monthly management meetings and focus groups are exemplary in sharing information, best practice and any lessons learnt. Diversity is celebrated, company values are embedded and staff training, themes and events increase understanding and bring people, staff, family and friends together.

Well-being

People have strong control over their lives and make their own choices and decisions. They are actively listened to by staff who understand them and support communication with pictorial and audio aids. There is a commitment to the Welsh active offer with bilingual documentation, signage, training and resources for staff, and a focus group to consider feedback and act on it. People plan their day, trips out, holidays and what they want in their future. Resident's meetings provide opportunities for people to discuss what is working and not working for them to make changes.

People's physical, mental health and emotional wellbeing are effectively and consistently met to a very high standard. They have access to professionals with detailed records kept about their health needs. There is easy read information to support people to understand their own medication. Staff support people with appointments to ensure they are successful and result in positive experiences for them. Healthier lifestyles are encouraged with exercise and healthy eating. Staff commented on *"Developing menus with them so that they can have the food that they like"*. An extensive range of activities are available for people. A person told us *"I like going walking, picnics, walking along the beach and going on holiday. I like going swimming, bowling, and going to church"*. They also said, *"The staff give me the opportunities to complete these activities"*. Care staff commented *"We can support individuals do new and their favourite activities, in house or in the community"*.

People have positive relationships with those they live with. Staff commented *"They are friendly towards each other"*. We saw photos of them sharing experiences together and heard about different friendships formed. People keep in touch and spend time with their families who also provided positive feedback about the effectiveness of the service. Relatives commented *"The home provides effective support to my family member that is provided by a compassionate and professional staff team, which is well led by an excellent manager"*. They also told us *"Knowing my family member is happy & well supported in Larch has given both me and my family increased peace of mind in knowing that they are both secure and well cared for"*. Staff commented *"Larch is a friendly environment with caring staff"* and *"All the residents in Larch house consider themselves as family"*.

People are protected from harm. Approaches, strategies, assessments, training and policies are in place for staff to support people safely. Information about raising concerns is easily accessible to all and clearly displayed within the home. Relatives commented *"Communication with myself is timely and considerate, and I feel comfortably able to raise any issues of concern"*.

Care and Support

People have extremely detailed personal plans. They are fully involved in their plans which are updated when their needs change. These are reviewed regularly with them, their families, professionals, management and staff to help make real and meaningful changes in their lives.

People are provided with high quality care and support through a service which includes them every step of the way, considers their personal wishes and any risks. During our visit people came to speak with the management throughout the day about anything they wanted to talk about. Professionals commented *“During annual visits our client looks happy and occupied”*. They also told us staff support people to engage in conversations to discuss whether they need anything and to share their own experiences. People’s wishes and preferences are well documented and acknowledged and respected by all staff. Relatives told us *“The care & support is centred around their individual wishes and support needs”*. They also commented *“Myself and family greatly appreciate the care and support our family member receives at Larch. Thank you to all concerned in their care”*. Staff commented, *“Residents are well taken care of”* and they support them to *“Have the best quality of life possible”*.

People consistently achieve their goals resulting in increased independence, skills and confidence. Examples include a person making lunch for themselves and the manager to share a meal together. People are supported to complete household tasks, improve in numeracy, complete courses in arts and crafts, baking and air fryer cookery lessons. They learn new skills through work and are travelling using public transport. Staff told us *“Residents are happy and always progressing. Learning new things and developing skills”*. Relatives told us *“My family member benefits from greater independence at Larch and also enjoys regular outside activities which they, and I, appreciate”*.

Positive risk-taking enables people to try new experiences to further enhance their quality of life. Management and staff are highly creative, actively seeking out opportunities for people to have positive experiences and fulfil lifelong dreams. People pursue hobbies and passions with staff who share the same interests. Examples include trying out an all you can eat buffet, going to the circus, watching football matches, sightseeing and holidays to favourite places including a cruise of a lifetime. Scrap books are created for each person to capture their experiences. Staff told us *“I enjoy seeing pictures of the residents and getting updates about what they have been doing”* and *“being able to help them experience new things”*.

Environment

People live in a home which is suitable. Each person's door to their room is personalised with something that reflects who they are or what they like. Their rooms are decorated the way they want them incorporating different themes and colour preferences. Throughout the home there are information boards and photographs showing people doing different activities, visiting places and spending time with others. People are involved in how their home looks, creating a relaxing environment with ornaments, plants and a fish tank in the lounge. Adjustments are made to the environment as their needs change to ensure they remain as independent as possible. People are also involved in helping to build furniture with the manager for different areas in the home. A smaller kitchen is available to make food and drinks with pictorial signs to guide them to where items are stored. A newly refurbished activities room is decorated with artwork produced by people living at Larch. The office has been relocated to a more central position in the home encouraging people and staff to come and talk with management. Staff told us *"The house is very homely and can be decorated to the residents choosing"*, *"A very homely environment"* and *"The house is looking better and more homely"*.

There is a private garden area with decking, tables and chairs where people like to spend their time. They are involved in looking after this by helping to paint the decking, grow flowers in planters, brush up and choose garden ornaments and solar lights for decorative purposes. There is also a cat house which was designed and built by a person living there. There are plans to repurpose a garden building to provide a place for a person to relax in and enjoy.

The service provider identifies and mitigates risks to health and safety. Fire checks are completed and audits include health and safety to identify and address any issues. Staff receive training and have policies to follow to keep themselves and others safe. Staff comments include *"Health and Safety always in place"*. Any work needed is requested and management are positive about a responsive maintenance team. The home is in a good state of repair and the manager discussed further improvements they want to make including having private ensuite facilities for each person.

Leadership and Management

People are supported by a highly motivated, skilled and stable staff team who receive comprehensive support and training. Staff recruitment checks are made and they complete an in-depth two-week induction and a wide variety of training in different topics.

Opportunities for learning and development and feeling supported and valued are rated by staff as mostly 'excellent' or 'good'. Their comments include *"Regular training sessions also help improve skills and knowledge required to work efficiently"*, *"Training is always up to date"* and *"Not a month goes by without training"*. Bimonthly supervision sessions, team meetings and a staff liaison champion provide opportunities for staff to raise their views. Staff commented *"I would recommend working in Larch as we have a great working team, we are very supported by the management and any issues we have are resolved"*. They told us there is an *"Open door policy, can talk to colleagues and management about anything"*, *"Work well with my manager"* and *"The Management and staff are a breeze to work with. Very supportive and ready to assist"*.

Rigorous and robust governance arrangements and innovative leadership ensure high quality care and support for people. The RI has very high standards and their expectations are made clear. They visit Larch three monthly with comprehensive quality-of-care reviews completed six monthly focusing on positives and identifying areas for improvement. The manager provides reports which are expertly done, recording and analysing detailed information over the last year for example incidents and people's achievements. Monthly meetings and focus groups are exemplary in bringing managers together to discuss issues, problem solve, offer creative ideas, share information, best practice and any lessons learnt. At the last management meeting managers provided an end of year presentation about their service. The RI also provided a session on conflict management and various management styles.

A positive culture is created and promoted with company values embedded and staff receive training in equality and diversity. People and staff are involved in theme days for example celebrating the Olympics and finding out more about Nigeria, making decorations, arts and crafts and taking part in quizzes. Staff offer to cook traditional food for people and other staff to try. Events also bring everyone together to have fun, for example the recent summer festival. Staff commented on a *"Positive atmosphere"*, *"The culture within the home"* and said they *"Work well together, being supported when needed with no judgement"* where *"Everybody is taken serious on all occasions"*. Staff also told us about an *"Excellent service and teamwork. Managers, staff and residents are always happy"*, *"I love working here"*, *"This is a beautiful place to work"* and *"It is the best home I have ever seen in my entire life"*.

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

	inspection	
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