



# Inspection Report on

**Willow**

**Alexander House  
Highfield Park  
Denbigh  
LL16 4LU**

## **Date Inspection Completed**

08/07/2024

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## About Willow

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Mental Health Care (Highfield Park) Limited
Registered places	8
Language of the service	English
Previous Care Inspectorate Wales inspection	3 November 2022
Does this service promote Welsh language and culture?	This service anticipates, identifies, and meets the Welsh language and cultural needs of people who use, or may use the service.

### Summary

The quality of life for people living at Willow has been significantly enhanced. They have an extensive range of activities and enjoy going to different social events. Their communication needs, preferences and specific routines are fully respected and followed by a dedicated team of enthusiastic staff. Staff told us people are very well supported and *“Treated with so much respect, care, love and understanding”*.

Leadership and management of the service is very strong, with a staff team who are highly skilled and motivated to provide quality care and support. Staff are valued, supported and can develop and grow in their roles. They receive a vast amount of training and learn from other staff who have expertise. They work collaboratively as a team with staff meetings and bimonthly supervisions to raise issues and provide support for one another.

Robust systems and processes ensure comprehensive oversight of the service. The responsible individual (RI) visits Willow identifying any improvements needed. Management meetings and focus groups provide opportunities to be innovative, share information and good practice with lessons continually learnt to move the service forward. Staff describe Willow as a caring and happy environment offering quality care. They also comment on a *“Well run home with good facilities and location”* and *“Excellent management”*.

## Well-being

People have many choices and are in control of their day-to-day life. They are proactively encouraged with communication methods, aids and guides which are highly effective in supporting them to make their own choices and increase their independence and skills. An active offer focus group considers ways to best meet the Welsh language and cultural needs of people living at Willow. There are some Welsh speaking staff and a champion has been identified to raise standards and provide feedback to the team. Documentation is also available bilingually regarding the services Willow can provide for people.

People's physical, mental health and emotional wellbeing needs are consistently met to a very high standard. They have access to professionals and their health needs are well met. A display board includes pictorial information about how people are feeling. The manager discussed how effective this is in identifying when people are experiencing pain or are feeling unwell and staff can then help to alleviate this. People lead healthier lifestyles and staff told us *"Healthy food is provided every day to the residents and they are well cared for"*. Careful preparation and consideration is given to people's specific dietary requirements which is respected by all. Management told us they had researched and sourced a shop to provide the produce needed.

Positive friendships are formed and people are able to do things that really matter to them. Friendships are being made between people living at Willow. People also have plenty of opportunities to make new friends during meaningful activities as well as at college and going to social clubs. People spend quality time with their families and staff are superb at arranging for them to meet up at different events, to share special moments and make positive memories together. Personal plans include information about relationships and important people in their lives alongside photos of specific family members. Staff told us *"Residents also get treated well like one would care for their family"*. Relatives told us *"The place is wonderful"* and *"The people who live here feel happy. The love and support and teamwork is amazing"*.

People are protected from harm. Information about how to raise concerns is displayed within the home for everyone to see. Staff receive training and policies, risk assessments, strategies and approaches keep people and staff safe. Management shared examples of positive risk taking. Professional's commented *"They do work to the ethos least restrictive for the least amount of time, I am very pleased in general with how things have gone"*.

## Care and Support

People have personal plans which are extremely detailed and kept up to date. Plans contain in-depth information about people, who they are as an individual and exactly how they want support to be provided for them. Individuals and others involved in their care and support actively contribute to the plans and reviews to help them make changes to further enhance their lives. Professional's comments include *"Reviews have run smoothly, and a booklet has been produced with all the relevant information provided. Any queries have been dealt with swiftly and efficiently"*.

People are provided with very high-quality care and support through a service which communicates effectively with them, respects their personal wishes and considers any risks. Plans contain extensive information and are person centred including people's preferences, their likes, dislikes and very specific routines. Communication aids are readily available throughout the service encouraging people to interact and tell staff what it is they really want. Staff are highly creative, looking out for opportunities and events for people to enjoy and benefit from. Examples include going to watch rally car racing, wrestling, theatre shows, pantomimes, festivals and day trips planned to look forward to. Staff exceed expectations with the encouragement and continuous and creative support they offer to people. For example, climbing mountains, playing music for people along the way and singing together when they all reach the top. Staff told us *"Support staff go the extra mile for people"* and *"I would recommend this home to others because the care of clients is top notch"*. Relatives said the care and support their family members receive is *"Excellent"*.

A specific approach is used to ensure people are achieving their short, long term and individual goals which are closely monitored and clearly recorded. Management shared many examples of people successfully achieving their goals and discussed the positive impact this has had. A newsletter effectively shares good news stories for people living at Willow. This includes people going out to eat for lunch, swimming and enjoying a walking activity together. People are being actively supported to move forward in their lives, increasing their confidence, self-esteem and sense of achievement. This is highly effective in helping prepare them to move on to other less restrictive services in the future. Extensive assessments, strategies and approaches are used to reduce risks and open up more opportunities for people to have new experiences in a safe way. Professionals commented *"I have found communication to be good and their proactive risk taking"*.

## Environment

Willow meets the needs of all people living there. The home is well designed to meet people's complex and sensory needs. The manager talked about wall colours which have been chosen from the autism colour palette. There are noise reduction panels situated in different areas and robust furniture is provided. There are communication aids, pictorials and signs throughout Willow. People's rooms are personalised in keeping with their preferences and interests with photos and items that are important to them. There is an activity room full of equipment for people to use and enjoy including a ball pit and sensory lights. Management continue to gather ideas about further improvements that could be made during the autism accreditation process with the National Autistic Society as well as visiting other services, which shows they are working in partnership with larger organisations.

There is some outdoor space which runs along each side of the home. A sensory shed is in the process of being developed further for people to access. Management spoke about their plans to make the outdoor areas more attractive, providing interesting spaces for people to enjoy. People have helped to tidy up the front area by planting flowers and repainting a sign at the entrance to Willow and this is also featured in the newsletter as 'gardening day success'. Management spoke about improvements made on entering the home as first impressions are important and people are taking pride in where they live. Family's comments include the "*Environment is good*".

The service provider identifies and mitigates risks to health and safety. There are a lot of audits completed including health and safety and staff are encouraged to get involved in these, so they understand why they need to be done. Staff receive training to keep themselves and others safe. Fire checks are completed and personal emergency evacuation plans are in place to support people to leave their home. There is some general wear and tear to the environment and requests have been made to the maintenance team to action these.

## Leadership and Management

People are supported by a staff team who are highly motivated, skilled and committed. Bimonthly supervisions and monthly meetings provide opportunities for staff to share any issues, request additional support and work together as a well-coordinated team. They feel very valued and supported. Staff comments include *“The support staff are very active, diligent in their work”, “Great teamwork and support”* and *“Working as a team really makes the job easier”*. Staff also told us *“The team leaders also ensure the smooth running of the service”*. They commented on *“Amazing management with good facilities and good working conditions for both staff and residents”*. Staff receive a wide range of training to effectively meet the needs of each person living at Willow. They told us they have many opportunities to develop and progress in their roles as well as trying different ones. Further comments from staff include they *“Are very effective starting from the manager and deputy manager, they are both experienced and have a good understanding of what the job entails”*. Relative’s comments about staff include *“Very nice and kind. The teamwork and support is excellent”*.

Governance arrangements ensure very high-quality care and support is provided for people. The RI has very high standards and their expectations are made clear to all staff. They visit Willow every three months and six-monthly quality of care reviews are also completed to look at ways to further enhance the service people receive. Management meetings are exemplary in providing a support network for managers who also take the lead on different focus groups to continually develop the service.

A positive culture is promoted with the company values on display in the home which are being upheld. Staff told us *“The welfare of staff is paramount to the company”* and there is *“Inclusion and support regardless of race and gender and belief”* and the *“cultural inclusion is also great”*. They also said *“Management is very good and considerate. Work atmosphere isn’t toxic and staff support each other in times of difficulty”*. Professional’s comments include *“Refreshingly impressed with the values of management”*. They also said *“What an amazing residential placement. I cannot speak highly of the staff at Willow and their dedication to the individuals that they support. My involvement with management at Willow has been exceptional and all correspondences are professional and dealt with in a timely manner”*.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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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