



Inspection Report on

The Hollies

**22 Pardoe Crescent
Barry
CF62 8EQ**

Date Inspection Completed

01/12/2022

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About The Hollies

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	The Cedars Care Services Ltd
Registered places	7
Language of the service	English
Previous Care Inspectorate Wales inspection	10 June 2019
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

People are very happy with the care they receive and have positive relationships with the care staff who support them. Care documentation is detailed, reflective of the person, and reviewed regularly to ensure it is kept up to date. Care staff have a good understanding of the needs of the people they care for and are able to anticipate the needs of people who cannot do this themselves. People have their own personal routines and do the things that matter to them. Visiting to the service has resumed and people are supported to go into the community as they wish. Medication processes within the service are safe and robust. The Responsible Individual (RI) has good oversight of the service and quality assurance monitoring takes place. There are policies and procedures in place for the running of the service and the manager understands the legal requirements in regard to caring for vulnerable people. Care staff are recruited safely and receive training and supervision. Care staff like working at the service and speak positively about the management. People live in a suitable environment which is warm, clean, and safe. People have their own bedrooms which are personal and contain personal belongings.

Well-being

People are treated with dignity and respect. Care documentation is person centred and focuses on individual needs and how they are best met. Peoples voice is evident throughout documentation with likes and dislikes clearly outlined and people are part of care planning where possible. Care staff have good relationships with the people they care for and strive to promote people's independence and encourage people to make their own choices where possible. Care staff treat people as individuals and have good knowledge of people's needs and can anticipate the needs of people who cannot do this themselves. People choose what they eat and how they spend their time and have access to personal space and privacy in their own bedrooms. Staffing levels at the service are good and ensure that peoples needs are met without delay. People are given detailed information about the service which includes information on how they can complain if they are unhappy with the service they receive. People have access to independent advocacy and the service works closely with family members. The RI engages with people during visits to the service and people's views are sought as part of quality assurances processes.

People are protected from abuse and harm. The Hollies has a safeguarding policy in place and all staff attend training in the safeguarding of adults at risk of abuse as well as other courses relevant to their roles. The manager understands legal requirements in regard to caring for vulnerable people and makes referrals to external bodies such as the Local Authority safeguarding team when required. Safety checks of the building are completed as legally required and equipment is serviced correctly. There is a fire risk assessment in place and environmental risks have been reduced as far as possible. Staff recruitment is safe with pre-employment checks completed prior to employment commencing. There is a system in place to ensure Disclosure and Baring Service (DBS) certificates are renewed every three years. Staff feel supported and valued working at The Hollies and have supervision regularly. Medication is stored correctly, administered in line with prescription instructions and audited daily for any discrepancies. Staff receive training in administering medication safely.

Care and Support

People get the right care at the right time. Care staff understand the needs of the people they care for and do so with patience and kindness. We observed care staff engaging well with the people they care for and witnessed much laughter and banter throughout the service. People we spoke with told us they like living at The Hollies and one person said, *“I love it here, the staff are lovely”*. Care documentation is thorough, robust, and clearly details peoples needs and how they should be met. Where required, there are risk assessments and additional information in place to further guide staff and we saw evidence of referrals being made to external professionals. Care plans are reviewed regularly to ensure they are kept up to date and accurate. These documents are extremely important as they guide staff on how to care for people. Medication is stored safely and administered correctly. We counted some medication and found the number matched the figure documented. Medication administration record (MAR) charts contain all required information and are completed correctly with signatures when medication has been administered.

People can be supported to have choice and control as far as practically possible. People living at The Hollies have their own personal routines, and decide when to get up in the morning, when to go to bed at night and how they spend their time in between. People have their own personal activity plans and do the things that matter to them. We were told that people access the community everyday and staffing levels ensure that people can go to the places of their choice. We observed one person leave the service to meet their family for lunch and another person told us that they had been out that day to the shop. Care documentation contains peoples likes, dislikes and preferences to how they wish their care to be delivered. People are at the centre of care planning and included where possible in assessments and reviews of their care. People have access to independent advocacy. Food menus are devised in line with peoples wishes and preferences, but there is always alternatives available if people don't want the menu choice. One person told us *“The food is great here”*, and another person told us *“I love cooking so much, the manager arranged for me to do a food hygiene course on the computer and now I can help with the cooking”*.

Environment

People live in a suitable environment. The Hollies is a ground floor property located in a residential area of Barry. The home has ample communal space and has been adapted to ensure people can move around safely and independently. There are ample bathroom and toilet facilities throughout the home which are in good working order and contain the equipment people need. The garden is spacious, accessible and contains furniture for people to enjoy spending time outdoors as they wish. The Hollies is warm, welcoming, and decorated nicely, but would benefit from some cosmetic redecoration in places. We were advised by the provider that this work is planned. People are cared for in their own single rooms with the majority of rooms benefiting from en-suite facilities. We viewed a selection of rooms and saw that they are personal, warm, and clean and offer people an opportunity for privacy and their own personal space. People we spoke with told us that they are happy with their bedrooms and have been supported to decorate their rooms to their own taste.

People can be assured they live in a safe environment. On arrival at The Hollies, we found the main entrance secure and we were asked for identification and to sign the visitor book before we were permitted entry. The home has good cleaning processes in place and we did not detect any malodour at the service. The service is clutter free, harmful chemicals are locked away safely and hazards have been reduced as far as practically possible. There is appropriate equipment in place to maintain people's safety and independence. On the day of inspection, an engineer was at the home servicing equipment to ensure it is safe and fit for purpose. The building is well maintained and safety checks including gas and electricity safety testing takes place in required timescales. The service has a fire risk assessment in place and all residents have a Personal Emergency Evacuation Plan (PEEP). These documents are important as they guide staff on how to evacuate people in the event of an emergency.

Leadership and Management

People benefit from the leadership and management in place. The Hollies benefits from an RI who has good oversight of the service and a manager who is registered with Social Care Wales, the workforce regulator. The service has policies and procedures in place for the smooth running of the service which are reviewed regularly to ensure they reflect current legislation. There have been no complaints received at the service since the last inspection. The manager interacts positively with care staff and people living at The Hollies and has built up good relationships with people and their families. One family member told us *“I would have no issue speaking with the manager if I had a complaint, but I have never had reason to do so”*. The RI completes visits in line with regulatory requirements and produces reports to support the visits. Quality assurance monitoring takes place regularly to ensure that people are happy with the service and receive a quality service at all times. Deprivation of Liberty Safeguards (DoLS) referrals are made where people lack capacity to consent to living at the service. This is important as it ensures the placements are legal.

People are cared for by staff who are well trained and fully supported. We examined the staff training matrix and saw that all staff attend training relevant to the roles they undertake. One staff member told us *“If we want to attend any additional training, we only have to ask and it’s arranged for us”*. All staff receive a formal supervision in line with regulatory requirements. This is important as supervision is an opportunity to discuss any practice issues or needs in a setting that is recorded. Staff we spoke with told us that they are happy working at The Hollies. One staff member said, *“working here is great, it not like a job I enjoy it so much”*. We examined a selection of staff personnel and found that they all contain the required information. We saw evidence that pre-employment checks including references and DBS certificates are completed prior to employment commencing. These checks are important as they determine a person’s suitability to work with vulnerability. All care staff working at the Hollies are registered with Social Care Wales.

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
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