Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

Rose House

Denbigh

Date Inspection Completed

22/02/2024

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About Rose House

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Mental Health Care (Highfield Park) Limited
Registered places	3
Language of the service	English
Previous Care Inspectorate Wales inspection	4 April 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 are happy living in Rose House and relatives told us the service provides *"Top class care".* High quality care and support is provided and people are fully involved, listened to and have control over what happens now and in their future. There are many opportunities to participate in activities and events, go on holidays and pursue their specific hobbies and interests. When people's needs change, different options are carefully considered in their best interests. This includes enabling people to continue to live at Rose House or supporting them to move on and settle into other services.

A committed and skilled staff team feel well supported, valued and can develop further in their roles. There is a staff liaison champion who obtains staff views involving them in making improvements to the service.

Multiple systems and processes are highly effective in overseeing the running of the service. The responsible individual (RI) visits the home every three months and six monthly quality of care reviews are carried out to address any areas for improvement. Comprehensive management meetings and focus groups share best practice, look at lessons learnt and contribute to driving the service forward.

Well-being

People have strong control over their day-to-day life. They are actively listened to and their opinions and rights are valued and respected. Emphasis is placed on effective communication; staff receive training in this. Important information is also included in personal plans and communication passports. People make choices and decisions on a daily basis as well as making plans for their future. Resident's meetings, one to one meetings and reviews provide opportunities for people, staff and others to have discussions and make suggestions about what to try next. People's hobbies and interests are fully encouraged and supported.

People's physical, mental health and emotional wellbeing needs are consistently met to a very high standard. People have access to professionals for advice and support. Professional feedback refers to the manager as *"incredibly helpful and eager to support professionals"* and told us it is clear they are fully committed to the people living at Rose House. The manager and staff team support people with appointments and any hospital admissions to ensure continuity of care. When health needs deteriorate, adjustments are made and careful consideration is given to planning for their future. Professionals told us prior to people's health declining *"the service was perfect"* to meet their needs. The manager and staff are creative and actively seek out things of interest for people. Each person has an opportunity planner which includes their high preference activities. We saw photos on display of people going to the zoo, bowling, cycling, having picnics and enjoying days out to places that really interest them. We also heard about holidays they had been on based around their preferences. People's goals are being consistently met to ensure they continue to do the things that really do matter to them, making memories and improving their quality of life. Visits and contact with relatives is supported, encouraged and arrangements are made for them to meet up and spend time together. Relatives told us the care and support their family member receives is *"excellent"* and commented *"keep it up".*

People are protected from harm. Risk assessments and strategies inform staff of how best to support and keep people and themselves safe. Information about speaking up and contacting the RI is available for people and staff to see. There is a safeguarding policy in place and staff receive training in safeguarding as well as other topics to know what to do.

Care and Support

People have up to date personal plans. They contain very detailed and valuable information about people for staff to be aware of. The manager reviews the plans every three months updating them with any changes. Reviews with professionals are also completed and the manager told us about how people take part in these.

People are provided with high quality care and support through a service which actively consults with them and considers their personal wishes at all times. Personal plans reflect support which is designed specifically around them with their involvement. There is information about what makes a good or bad day for the person, important people in their lives and who is involved in decision making both now and in the future. Daily diaries monitor peoples progress with reaching their different goals and their achievements are celebrated and shared with others. Health action plans show any checks, appointments and advice sought. A 'diagnosis' booklet tells staff what this means for the person, how it affects them and any additional support or consideration needed. Hospital passports help to promote consistency and continuity of care. 'My end of life' plans are completed with people's final wishes discussed sensitively, respected and recorded. People are matched with staff who have shared common interests and similar personalities and the manager gave examples of how this has been beneficial. Professionals told us staff appear *"very caring and knowledgeable".* Staff commented on *"a management team that are always open to suggestions about moving forward with the care of our residents".*

Effective joint working and sharing of information ensures people have a smooth and positive transition between services. The manager spoke about how people are supported to move on to other services. This includes arranging visits, taking over their personal belongings and helping to decorate their rooms in advance. The manager and staff remain very involved when people move out. For example, all staff members go to visit them, they stay in contact and help to organise and celebrate milestone occasions with the new service. This is well above expectations.

The service promotes hygienic practices and manages risk of infection. Staff receive infection control training and there is a policy for them to follow. Personal protective equipment (PPE) is available for staff. A variety of audits are completed including infection control to identify and address any issues.

Environment

People live in a home which is nicely decorated, furnished and well maintained. People's rooms are personalised with their belongings and reflect their different tastes and interests. Consideration has been given to the best use of different rooms and outside space for people to be able to spend time pursuing their passions. The dining room has a computer and cd player and on the day, we visited, we saw activities taking place there. The lounge is cosy, comfortable and is accessorised with various pictures and ornaments. The manager told us people are involved in how the home looks and we saw photos of them in stores choosing for example wall canvases and a clock. Staff comments include *"the company and the staff are committed to making"* it a *"home from home".* Professional's comments include *"The environment was very homely."* Maintenance work is completed as needed and the home is in a good state of repair throughout. There is a pleasant and private garden area where people can spend their time and a summer house which is used for hobbies.

The service provider identifies and mitigates risks to health and safety. Policies and procedures are in place for all staff to read and they receive training in many different areas to keep people and themselves safe. Various audits are completed by the manager and also different members of staff to identify any issues or actions to be taken. Fire evacuations are carried out to ensure that people and staff know what to do in an emergency situation. Creative ways have been implemented to support and involve people to cope better, understand the importance of fire drills and take an active lead role in these. People have personal emergency evacuation plans (PEEP's) in place to support them to be able to leave the home quickly and safely.

Leadership and Management

People are supported by a highly motivated, skilled and stable staff team who are well trained. Robust recruitment checks are completed for staff and they receive an extensive two-week induction. There is a wide variety of training to ensure staff carry out their roles and responsibilities effectively. Staff told us their opportunities for learning and development are *"good"* and *"excellent".* The manager spoke about carrying out research looking at best practice regarding training and the frequency of refresher training resulting in improvements being made. Staff responded either *"excellent"* and *"good"* when asked if they feel valued and supported. Staff can have a say in how they feel including supervisions and team meetings. When asked what works well staff comments include a *"good stable staff team that work well together".* They also commented *"Working with multiple team members"* and *"using their knowledge and experience to improve my performance and relationships with residents"*.

There is very strong leadership and management of the service with robust governance arrangements in place to ensure high quality care and support. The RI visits Rose House every three months, speaks with people and staff, views records and looks around the home. A quality-of-care review is completed six monthly identifying any areas to be improved. Managers within the company complete audits by visiting different homes to maintain and raise standards. Comprehensive monthly management meetings are held which are of a very high quality, discussing a wide range of topics, sharing good practice, lessons learnt and include presentations from managers. The manager is involved in two focus groups and spoke about positive changes that have been made as a result of these for example increasing staff benefits. These are highly effective in making further improvements to the service.

A positive culture is promoted by the RI and manager who are committed to ensuring a high-quality service is provided. The manager told us about positive changes in the company to ensure everyone is being valued, listened to and supported. Creative thinking is encouraged with different events organised bringing people, staff and managers together to have fun. There are team building days for all managers to spend time together. Recognition awards are being held to appreciate staff who go above and beyond. There are also nominations taking place for national awards in the care sector. Staff told us *"I feel appreciated and told when I am doing well"* and *"please keep up the great work you do".*

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

N/A	No non-compliance of this type was identified at this inspection	N/A
35	We found gaps in peoples' employment history and the gaps are not explained. Ensure a full employment history is provided and that dates match with references obtained.	Achieved

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