



Inspection Report on

Hullah Farm

**Hullah Farm
Cefn Road Abenbury
Wrexham
LL13 9TT**

Date Inspection Completed

09/01/2024

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About Hullah Farm

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Fairpark Care Limited
Registered places	8
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection of the service since it was re-registered under the Registration and Inspection of Social Care (Wales) Act 2016.
Does this service promote Welsh language and culture?	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 receive highly effective support and care, so they successfully progress towards their outcomes. People are accommodated in individual cottages in environments they help to create. They live their lives according to their own preferences doing what they like to do while risks are safely managed. Support plans are very personalised and provide a clear picture of the person, their likes and dislikes, their histories, needs and strengths. The service provides expertise in speech and language and use an effective tool for communicating with people who are unable to express themselves verbally. People maintain important relationships with others who are important to them and are supported, at their own pace, to meet other people in the community. Promoting independence and communication skills are key aspects of the support provided.

Staff are trained and properly vetted to ensure they carry out their roles safely and with expertise. Staff and providers of the service enjoy their work and take pride in supporting people to progress. The provider has excellent arrangements in place to ensure a quality service is always being provided. They know what is working well and look towards continuous improvement.

Well-being

People have choice and control regarding all aspects of the care and support they receive. They live their life according to their own preferences, goals, and aspirations. Staff have been well trained and use highly effective communication methods with the people they support so they can always seek their views on all matters. Activities are individualised according to people's interests, skills, and outcomes. People choose what they want to do and where they want to visit.

People's physical, mental, and emotional well-being is looked after by trained care staff who seek and act on professional advice. The provider employs experts in speech and language, psychology, and psychiatry on a full-time basis, so expertise is always available and information is effectively disseminated through regular training. Health and social care professionals visit the home to review care; people are supported to make and attend appointments with their doctor, the hospital, and any other health care provider. Staff are very attentive and know the people they support well. They pre-empt issues and act quickly when required.

People receive support from staff who are trained in safeguarding and respecting people's rights. There are policies and procedures to follow in the event of any concern about practice or other people's treatment of people using the service. Staff feel able to voice their views freely with management at any time and they meet regularly on a one-to-one basis, affording opportunities to discuss practice. People are supported to be independent but, if it is deemed necessary to restrict a person's liberty in any way, such decisions are only made in the person's best interest and with full consideration of the family and the local safeguarding authority.

People feel they belong as their relationships with others are maintained. They socialise by visiting family and friends and using local facilities, and family are encouraged to visit people in their own homes. New relationships are formed through gradual engagement with activities in the community, such as watching local football matches and visiting local cafes. People maintain and develop new relationships through well planned support that recognises their strengths and monitors progress closely.

The home is designed to help people achieve their outcomes. Made up of individual cottages, people feel they have their own homes; they make decisions about the way they live and how they want their place to look. Each place has things in it that matter to the people occupying them. There are separate facilities for staff, so people's own bathrooms are for their use only.

Care and Support

The provider of the service has an accurate and comprehensive, person centred plan for how people's care is to be provided. We saw care documents focus on strengths as well as needs and give a clear picture of the person, their needs and skills. People who know the resident have been involved in putting the information together. Staff know how people express themselves and can understand them well because they have clear, individualised information to refer to. Records show all plans are reviewed every seven weeks or sooner if needs change, and staff are alerted to changes in memo's and handover meetings. Relatives and professionals have expressed very positive feedback about the service, and its '*imaginative and resourceful support*'. Professionals also praise the completeness of care documentation.

People are provided with excellent quality of care because the service employs expertise in positive behaviour support and speech and language. This expertise leads staff to work effectively as they have a great understanding of each person they support. All care is executed in a planned and structured manner suited to the needs and preferences of the individual being supported. We saw highly effective engagement and positive interactions between staff and people using the service. Communication is seen as fundamental to effective support and the service places huge emphasis on this. The service's 'core vocabulary' method involves using pictures or icons for each word; people are taught how to use these by staff who have been trained by experts in speech and language. Enhanced skills in communication have helped people progress towards their goals and become more settled; they know they are understood, and their views are listened to. Professionals told us how impressed they are with the service and how they hope for more services like this. They shared examples of progress people have made since being here following previous much less effective arrangements. Activities are person centred; everyone does things they personally enjoy and what interests them. There is no expectation people do things together.

People are supported to access healthcare and any other services necessary to maintain their health and well-being. Records show close co-working with health professionals such as occupational therapists, speech and language therapists, dentist, doctors, and help to attend hospital appointments. People are prepared for their appointments as, using 'core vocabulary', staff carefully explain what they should expect. We saw medication is administered by trained staff and records are kept. One person has the times their medication is due written on a whiteboard so they can tick it off when given; this reduces their anxiety and provides reassurance.

Environment

The service is provided in an environment with facilities and equipment that promote the achievement of people's personal outcomes. The home is made up of five separate cottages, so each person has their own space to call home. Additional cottages provide a sensory room in which activities can take place, office space, and staff facilities. Each cottage is personalised for the occupier. We saw people had chosen to how to decorate their home, displaying their own artwork, photos and other pictures. People can choose where they want to eat; we saw two dining rooms in one cottage as the people sharing the accommodation here prefer to eat separately. Each cottage has an internet connected television, so can be entertained by their favourite shows when they wish. Each cottage is homely, warm, bright, and clean. Communication aids are displayed so people can express themselves quickly and effectively. Outside, the grounds are used for exercise and relaxing. There is plenty of space people can use.

The service provider identifies and mitigates risks to health and safety. We saw individual risk assessments for each person including clear instructions for staff on how to best support people safely. There are regular tests carried out to ensure the safety of the home including water temperatures, legionella testing, fire equipment, electrical appliance testing and gas and electrical safety reports. The fire risk assessment has been reviewed and updated since becoming fully occupied. There are regular fire drills and staff have received fire safety training. The home achieved a Food Standards Agency rating of five in March 2023, which is the best it can be. The maintenance log shows staff are vigilant and quick to notify the maintenance person if any repairs or maintenance are required.

Leadership and Management

The provider has very effective governance arrangements in place to support the smooth operation of the service and help ensure it is run safely and effectively. The RI (responsible individual) oversees the service through audits, regular attendance at the home and talking with people and staff. Staff praise the RI, and other directors of the company providing the service, for their familiar and friendly approach and regular presence at the service. They are described as *'hands on'*, always willing to offer support when needed. There is a wide range of audits completed to check ongoing effectiveness of processes, records and practice.

There is an effective quality assurance system in place to review standards of care and compliance with regulations. In addition to the regular conversations with family and professionals, surveys are used to seek people's views of the service. We saw responses from staff, families and people using the service and these were all very positive. Staff told us, *'Directors and management show they genuinely care for you; they are genuinely interested in their staff. I feel extremely valued and respected for what I know'*. A professional visiting the service on the day of inspection told us *'This is a fabulous service; the directors and staff have supported us to get people admitted and settled quickly'*. They praised the huge progress made through well managed risks and effective support. Reports show the RI knows what is working well and where improvements might be made.

People are supported by appropriate numbers of well-trained staff. Support arrangements ensure one staff engages with a person throughout an activity uninterrupted while a second and third staff works close by, ready to provide additional support only if required. People receive well-structured, well-planned support to achieve their outcomes. Records show the recruitment process is safe and effective, ensuring only suitable staff are employed to carry out the role. Staff told us they feel valued and supported by management. They told us how familiar they are with the RI and other directors as they see them regularly.

There is a culture of openness and honesty in the service; staff told us they feel able to communicate with management at any time and would raise concerns easily if they had any. We saw there is an open-door policy, and staff come into the office whenever they wish. Records also show staff have regular one-to-one supervision with their manager, giving them opportunities to reflect on their performance, plan their career and generally reflect on practice and their well-being.

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

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