



Inspection Report on

Heol Don Care Home

**Heol Don Care Home
Heol Don
Cardiff
CF14 2AU**

Date Inspection Completed

18/11/2024

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About Heol Don Care Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Bupa Care Homes (ANS) Limited
Registered places	78
Language of the service	English
Previous Care Inspectorate Wales inspection	04 July 2023
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 support from care staff who are well trained and understand their needs. Care staff treat people with kindness and compassion and have built good relationships with the people they care for. People are happy with the care they receive but some people report that they do wait for care on occasions. Care staff levels are in line with the organisations statement of purpose but require reviewing as care staff feel these levels are too low. Heol Don offers a wide range of social activities and social engagement seven days a week. People have choices of tasty nutritious meals and alternative dietary needs are understood and catered for. The Responsible Individual (RI) is present at the home and has good oversight of the day to day running of the service. Robust quality assurance processes and auditing arrangements are in place and consider the views of the people living at the service. There are policies and procedures in place for the running of the service and people are given detailed information about the service. The home is a purpose built facility decorated to a very high standard. People have their own large bedrooms with en-suite facilities offering personal space and privacy when required.

Well-being

People are treated with dignity and respect. Care staff have positive relationships with people and provide care with patience and understanding. People feel well cared for but talk about occasions where they need to wait for their care. Personal plans clearly outline people's needs and how they should be met and are supported by risk assessments where required. People are given information about the service and have access to a robust complaints system if the care does not meet their expectations. The RI is present at the home and seeks people's views of the service. Quality assurance monitoring takes place but the process requires strengthening to ensure issues are identified and addressed. Care staff receive appropriate training and formal support is given but some staff remain unhappy working at the service. Medication processes are safe and robust and people attend medical and social appointments when required.

People are supported to have autonomy over their lives. Personal plans are person centred and include people's preferences and personal goals. People are encouraged to make their own decisions and spend their time doing things that are important to them. There are a wide range of social activities available within the home and people are supported to maintain relationships with friends and family. Nutritional intake is important to the provider and there is a good selection of food choices available to people. People attend regular home meetings and have a residents committee who are involved in the planning of activities, welcoming new residents and visiting people who are unwell. People live in a suitable environment that meets their needs and have single bedrooms with en-suite facilities.

People are protected from abuse and harm. Heol Don has a robust safeguarding policy in place and all care staff attend training in safeguarding adults at risk of abuse. Care staff are recruited safely as pre-employment checks are completed correctly. There is a system in place to renew Disclosure and Barring Service (DBS) certificates regularly. Complaints to the service are taken seriously and dealt with in line with the policy. Safeguarding referrals and notifications are sent to the appropriate organisations without delay. Fire safety is taken seriously. All care staff attend fire safety training and fire alarms and emergency lighting are tested frequently. The lifts and any serviceable equipment are serviced regularly.

Care and Support

People receive the right care, but sometimes with delay. Care staff have a good understanding of the needs of the people they care for and can anticipate the needs of people who cannot do this themselves. Care staff engage with people positively and treat people with kindness. Care staff levels are consistently in line with the statement of purpose but care staff feel the levels are insufficient and need to be increased. People we spoke with told us that they are happy living at Heol Don and described the care staff as “*marvellous, wonderful and lovely*”. One person told us, “*They do a good job, but sometimes I have to wait as they are so busy*”. Care documentation is thorough, robust and clearly guides care staff on how to meet people’s needs correctly. There are risk assessments in place and documents are kept under review to ensure they remain accurate. We saw evidence that people have access to external health and social care professionals and attend medical appointments when required. Medication processes are safe and robust. Medication is stored securely and administered in line with prescription. Heol Don uses the eMAR electronic system to record when medication has been administered. Nurses told us that the eMAR system is very good and reduces risk of medication errors.

People are supported to have choice and control. People have their own personal daily routines and do the things that matter to them. Personal plans of care contain people’s likes, dislikes and personal preferences, and also include detail of things people can do independently. Care staff encourage people to be independent and support them to make their own choices. Heol Don has an extensive range of social activities on offer, facilitated by a dedicated activity team who arrange activities seven days a week. The home collaborates with local schools and colleges, commissions external entertainment in the home and holds a dementia café for the community on a regular basis. People are kept informed of the entertainment programme and encouraged to join in. People have a choice of nutritious meals that look appetising. Meal choices are displayed in the dining room and we were told that there is always further choice available if people do not want the given options. Heol Don is part of a ‘food first’ project where they meet people’s nutritional needs through food rather than supplements. The service has a good understanding of people’s nutritional needs and where alternative diets are required. One person told us, “*The food is delicious and very good quality*”.

Environment

People live in a suitable environment. Heol Don is a purpose-built luxury care home that offers a wide range of facilities. The home is located in a suburb of Cardiff that benefits from local amenities and good transport links. The building is set over two floors and is operated as four separate units. Each unit benefits from communal space including lounges and dining areas that enable people to spend time together socialising. People are free to access any part of the home as they wish and can eat meals or socialise in any lounge or dining room. There is a smaller private dining area that people can use if they want to entertain their friends or family in private. Heol Don has a large activity room for activities such as baking, arts and crafts. There is a library, cinema room, hair salon and well-maintained outdoor space with quality furniture and a playpark for visiting children. The home is warm, welcoming, decorated to a very high standard and well maintained. We were told that some bedroom carpets are to be renewed very soon. There are sufficient bathrooms and toilets around the service, all clean and in good working order. We noted new signage around the home is bilingual. People have their own personal bedrooms which are warm, clean and spacious. All bedrooms have en-suite facilities and some ground floor rooms have patio doors leading onto a small patio area.

People can be assured they live in a safe environment. Heol Don has a dedicated reception area during the day times and visitors need to ring for access during other times; this ensures that only authorised visitors are permitted entry. We did a tour of the building and found that hazards have been reduced as far as possible. Harmful chemicals are locked away safely and window restrictors are in place. The home is clean with evident cleaning regimes in place and we did not detect any malodour during our visit. Heol Don employs full time maintenance staff who ensure that the building is well maintained and safety checks are completed. Gas and electricity supplies are safety tested in line with legal requirements and serviceable equipment is checked regularly to ensure it remains safe and fit for use. There is a fire risk assessment in place and all residents have a Personal Emergency Evacuation Plan (PEEP) in place which guides care staff on how to evacuate them in the event of an emergency.

Leadership and Management

Leadership and management at the home could be strengthened further. Heol Don has a nominated manager who is registered with Social Care Wales, the workforce regulator, but the RI currently manages the day to day running of the service. There are extensive auditing and quality assurance monitoring arrangements in place which consider the views of people using the service and staff working at the service, but issues regarding care staff levels do not appear to have been addressed. There are robust policies and procedures in place for the running of the service and to guide care staff on what is expected of them. Safeguarding referrals are made to the Local Authority when required and monitored closely. Care Inspectorate Wales are notified of incidents as set out within the regulations. The organisation's statement of purpose is kept under review and updated when necessary. This document is important as it sets out who care can be provided to, how, where and when. People are given detailed information about the service and how to complain if they are not happy. Complaints to the service are dealt with correctly. We noted many compliments have been received from visiting professionals and family members who are happy with care provided.

Care staff are safely recruited and well trained but care staff morale is low. Care staff attend training appropriate to their roles and feel well equipped to do their jobs. Heol Don offers care staff a vast range of financial and supportive benefits and incentives in an effort to retain a stable staff group but some care staff are unhappy working at the service. Care staff receive a formal supervision in line with regulatory requirements and can speak to the RI at any time, but do not feel heard. One staff member said, "*morale here is very low, we tell the management the issues and they are not acted upon*". Another staff member said, "*we are rushed off our feet, and need more staff*". We examined a selection of care staff personnel files and found that they contain required information. Pre-employment checks including references and DBS certificates are applied for prior to employment commencing. These checks are important as they determine a person's suitability to work with vulnerable people.

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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