



## Inspection Report on

**Heol Don Care Home**

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

**Date Inspection Completed**

**09 December 2020**

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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	11 December 2019
Does this service provide the Welsh Language active offer?	No

### Summary

People are happy with the care they receive, and speak highly of the staff who provide their care. Staff and residents have positive relationships and staff understand the needs of the people they care for. Management have good oversight of the service, and continually strive to ensure a good service is provided. Staff are well trained and receive regular supervision, but morale within the home is low and needs improvement. Care documentation is thorough and robust, and people have access to health professionals as and when they require it.

People are cared for in a warm, clean and comfortable environment that is modern, spacious and meets the needs of the people living at the service. There is a wide range of activities available within the home, and people have choice in regard to how they spend their time. Meal time experiences are positive, and people are encouraged to eat their meals within dining areas, but people have choice in regard to what they eat and where they prefer to eat.

## Well-being

People do the things that matter to them. Care documentation clearly outlines people's preferences and how they like their care to be delivered. People are offered choice as far as practically possible and make their own decisions on how to spend their time. There is a wide range of activities available for people to participate in if they wish. People are kept up to date of what is going on within the home. People have a choice in regard to meals, with a different menu on display in the dining room every day, but people are also offered verbal choice and can also choose to eat their meals in their own room if they wish. Quality assurance processes are in place to ensure that people get a quality service, and if people are not happy there is a robust complaints process in place which ensures that complaints are taken seriously.

People are treated with dignity and respect. Staff have good relationships with residents and understand how to meet their needs. Staff are well trained and receive appropriate supervision, but morale within the home is low and needs improving. Staffing levels appear sufficient to meet the needs of people, but are constantly reviewed as needs and levels continuously change. Care documentation is thorough, robust and reflects the person being cared for. We saw evidence of advice and guidance being sought from external professionals when required.

People are cared for in single en-suite rooms which are warm, clean and personal to the person occupying them. People are free to spend time communally or privately within their own rooms if they wish.

People can be confident that they are safe. Heol Don is a secure building that is well maintained and all safety checks are carried out appropriately. The home is clean and clutter free and contains equipment people require to maintain their safety and independence. There is a robust safeguarding policy in place and all staff are trained in the safeguarding of adults at risk of abuse. The manager understands legal requirements in regard to residents who lack capacity and consults with appropriate agencies as and when required. Staff are recruited safely and are subject to pre-employment checks. All staff working at Heol Don are subject to a Disclosure and Barring Service (DBS) check which are renewed every three years.

## Care and Support

People have choice and control over their lives, as far as practically possible. Care documentation includes people's likes and dislikes, and how they prefer their care to be delivered. We saw that people had choice in regard to food, with menus clearly displaying choice, and staff also verbally offering choice at the time of serving meals to people. People choose when to get up in the morning, when to go to bed at night and how they spend their time in between. Heol Don employ dedicated activity staff who arrange a variety of events and activities which people are free to attend if they wish. The activity staff also arrange one to one activities for those who cannot attend or prefer not to engage in group activities. The home keep people up to date with information regarding the home via a newsletter that is delivered to people's rooms and sent to families. As part of the quality assurance process within the home, the people living at the home and or their representatives are consulted with regularly to ensure that the service is provided in line with the wishes of people living at the home.

People can get the care they require, as and when they require it. We saw evidence that referrals are made to external professionals as and when required, and any advice or guidance is fed into care plans. Care documentation is thorough, robust and reflective of the person being cared for. We were able to see that the documents are reviewed regularly and updated when required. Staff numbers are in line with the statement of purpose, and whilst some staff felt that there is not enough staff at times, we did not see any evidence of negative impact due to staffing levels. We discussed staffing levels with the RI and were given assurances that staffing levels are constantly under review and would be looked at again. We observed the lunch time experience and saw that staff and residents have positive relationships and were engaging kindly with jokes and banter. We saw staff treating people with dignity and respect; staff clearly understand the needs of the people they care for and support them appropriately, with some people eating independently while other are given full support to eat their meals. One resident we spoke with told us *"I like living here very much, the staff are really lovely, and I get good care"*.

## Environment

People can be assured that they live in an environment that meets their needs. Heol Don is a purpose built care home that is broken up into four separate units, that each have ample communal space. The home also benefits from a cinema room, hair salon and additional rooms where residents can meet with visitors or undertake social activities. The environment is decorated to a high standard and extremely clean, warm and welcoming; the building is well maintained. There are adequate amounts of bathrooms and toilet facilities within the home, with appropriate equipment in place to maintain safety and promote independence.

People are cared for in single, en-suite rooms which are warm, clean and personal to the person occupying the room. Residents are encouraged to bring their own belongings into their room and are supported to make them as homely as possible. People are able to pay to have a land line or satellite television within their room if they so wish.

People live in a safe environment. On arrival to the home we found the main entrance secure, and we were asked for identification, to complete a Covid-19 check list, and to put on four point Personal Protective Equipment (PPE) before being authorised access. We saw that all staff are wearing PPE appropriately and there is additional cleaning regimes in place due to the Covid-19 pandemic. Heol Don has appropriate equipment in place such as handrails and passenger lifts to go between floors safely, and all windows have restrictors in place. We saw that all harmful chemicals are locked away safely and securely. The home is clutter free and hazards are as minimal as practically possible. All equipment is serviced as required, and safety checks are completed appropriately. We saw that there is appropriate evacuation equipment in place and all residents have a Personal Emergency evacuation Plan (PEEP) in place, which is an important document as it guides staff on how to evacuate people in the event on an emergency.

## Leadership and Management

People benefit from the leadership and management in place. Heol Don benefits from a Responsible Individual (RI) who is also the manager and is registered with Social Care Wales (SCW) the workforce regulator. We spoke with the RI at length during inspection and were satisfied that she understands the requirements of the role and has excellent oversight of the service. We saw that safeguarding referrals are made as required and then stored centrally, which is good practice to audit for themes and trends and to ensure that lessons are learned where required. The RI ensures that regulatory notifications are made promptly and Deprivation of Liberty Safeguards (DOLS) applications are made when a person lacks capacity make their own decisions around care and accommodation, which indicates that the RI understands and fulfils legal requirements. Heol Don has a robust quality assurance process in place and is committed to providing a quality service at all times. The RI has oversight of the service which meets regulatory requirements. We saw that complaints are taken seriously at Heol Don and any complaint or concern is responded to appropriately and outcomes are fully documented. We noted that the home has received numerous compliments, and were told that during the pandemic families have sent gifts for the staff such as chocolates and biscuits as a token of their gratitude.

People can be confident that they are supported by staff who are well trained and recruited safely, but morale within the home is low. We viewed the staff training matrix and saw very few gaps which indicates that staff are attending training appropriate to their role. Staff we spoke with told us they *“attend training and felt equipped to do their job”*. All staff working within Heol Don are subject to pre-employment checks and have an up to date Disclosure and Barring service (DBS) certificate in place, which is important when staff are working with vulnerable people. We saw that there is a robust system in place to ensure that these certificates are renewed every three years.

Staff receive appropriate supervision, which is important as it is an opportunity to discuss practice issues and development needs in formal setting which is documented, but despite this some staff advise that they *“don’t feel supported”* and are *“fearful of raising concerns”*. Other staff told us that they were happy working at Heol Don and one person said *“there is enough staff on duty and we are treated well”*, and another person said *“I’ve never had a bad shift here”*. Heol Don has a whistleblowing policy and process in place, but the RI advised that no concerns have been raised through this process, but advised us that she is aware that staff morale is low. We were given assurances from the RI and senior manager within Bupa that the staff morale issue is being taken seriously and that steps are in place, and further steps will also be taken as a priority to raise staff morale.

**Areas for improvement and action at the previous inspection**

None		
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**Areas where immediate action is required**

None	
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**Areas where improvement is required**

None	
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