

CAERPHILLY COUNTY BOROUGH COUNCIL
DIRECTORATE OF SOCIAL SERVICES

COMMISSIONING TEAM

CONTRACT MONITORING REPORT

Name/Address of Provider: Highfields Nursing Home, Highfields Way, Blackwood,
NP12 1SL

Date/Time of Visit: Thursday 07/11/2019 & Wednesday 27/11/2019

Visiting Officer(s): Ceri Williams, Contract Monitoring Officer

Present: Shawkat Ilahi, Registered Manager

1. Background

- 1.1 Highfields is registered to provide residential and nursing care for up to 39 people. The home is a two storey building, all rooms are single occupancy.
- 1.2 At the time of the visit the home was at full occupancy with 39 residents; 29 receiving nursing care (of which 10 were funded by CHC) and 10 receiving residential care.
- 1.3 Dependant on the findings within the report, corrective and developmental actions may be given to the provider to complete. Corrective actions are those which must be completed as governed by regulations such as the Regulation & Inspection of Social Care (Wales) Act 2016 (RISCA). Developmental actions are good practice recommendations.

2. Previous Recommendations

2.1 Corrective

- 2.1.1 To evidence that the individual (or their representative) receiving care has been involved in the preparation of their personal plan, and where possible they sign to evidence they agree with the content. (Reg 15.6 RISCA) **Met:** See body of report.
- 2.1.2 All staff to be up to date with mandatory training courses. (as per CCBC care home contract). **Met:** Training Matrices evidenced that staff are up to date with mandatory training and a full schedule of training is planned throughout the year.

2.2 Developmental

- 2.2.1 Where personal plans are revised or amended, it is advisable that they are updated electronically and not handwritten. **Met:** Personal Plans viewed, had been amended appropriately.

3. Findings from Visit

3.1 Documentation

- 3.1.1 Two residents' care files were viewed at the visit. One resident was receiving residential care at the home, and the second resident was receiving general nursing care. Both files contained a photograph of the resident and the appropriate pre admission assessments had been completed which was a very thorough document regarding the care needs of the resident.
- 3.1.2 Personal Plans viewed on both files covered all areas of support identified in CCBC care plans, which were present on both files. Personal Plans were person-centered and contained in depth content on how to manage resident's conditions and contained personal preferences and routines.
- 3.1.3 The home uses a document titled 'Agreement to Care' to evidence that the individual (or their representative) receiving care has been involved in the preparation of their personal plan. It is kept at the front of each individuals file and signed by the resident and nurse involved in compiling and reviewing the care plans.
- 3.1.4 Suitable risk assessments were in place, where appropriate, to meet the residents needs.
- 3.1.5 Both the service plans and risk assessments were reviewed on a monthly basis which is good practice, and when changes were identified the service plans had been amended.
- 3.1.6 Highfields has a 'Resident of the Day' process for ensuring that reviews are undertaken in a timely manner in accordance with regulations. This includes reviewing and checking care plans and checking rooms.
- 3.1.7 The risk assessment tools (such as MUST, Waterlow etc.) were completed every month, and the residents' weight was also recorded on a monthly basis.
- 3.1.8 Daily records are kept on separate files, along with other daily information. One of the files was viewed and it was noted that all charts (such as food and fluid charts, turn charts etc.) were updated in a timely manner. It was positive to see that carers and nurses make separate daily record entries. Every resident has a separate activities file where social activities they have taken part in are recorded.
- 3.1.9 There was evidence on the files seen that the residents' health is monitored appropriately, with various referrals to health professionals such as GPs, dieticians and dentists.

- 3.1.10 Each personal plan included individual goals and outcomes followed by a list of the support needed to help the resident achieve them.
- 3.1.11 Both files contained agreements with family members/representatives about being informed about incidents, which had been signed by the residents.
- 3.1.12 Life History documents were present on both files and had been completed in conjunction with family members so contained good detail regarding resident's interests, occupation and what was important to them.
- 3.1.13 Both files contained Advanced Care Plans for the residents and DNACPR's on file which had also been discussed with family members.
- 3.1.14 All daily documentation viewed had been completed to a good standard, records were legible and contained all relevant information such as totals, targets, dates and signatures.

3.2 Activities

- 3.2.1 The home employs an activities co-ordinators, who works 30 hours per week over 5 days (including one day each weekend). A file is kept to record the activities, and to list which different activities each resident enjoys.
- 3.2.2 The home has a planned weekly programme of activities, which include armchair aerobics, massages, quizzes, reminiscence sessions, board games, musical instruments, and film afternoons. Most activities take place in the lounge, and the activities co-ordinator also plans 1:1 time for residents who spend most of their time in their bedrooms.
- 3.2.3 On the day of the visit residents had been practising songs that they were going to be singing with visiting schoolchildren over the Christmas period.
- 3.2.4 It was evident that there are good links with local schools with photographs of the residents and children enjoying activities together, sharing songs, stories and playing musical games. There are also occasional visits from outside entertainers. It was also noted that each resident had received a timetable of activities that had been planned throughout December to celebrate Christmas.
- 3.2.5 The activities file was viewed, and it was positive to note detailed recordings to show the activities taking place at the home. Each resident has an individual record of activities which is generally filled in two or three times per week. The entries comment on what activities have taken place, as well as stating the residents feedback on whether they enjoyed them or not. For some residents it is recorded that they were offered the opportunity to take part in a group activity but chose not to.
- 3.2.6 It was clear to see a wide range of activities at the home, some based on the times of the year. There were various photographs on display at the home showing these activities and parties.

- 3.2.7 On one resident's file it was recorded that he did not enjoy activities and chooses to spend most of his time in his room, however the staff make efforts to chat with him regularly and the activities co-ordinator spends time with him, and this was recorded in the file. He gave positive feedback about the staff during a recent care plan review.
- 3.2.8 Church services take place at the home regularly, allowing residents to achieve their personal outcomes in relation to their religious and spiritual needs.

3.3 Relatives

- 3.3.1 Two relatives of residents who live at the home were spoken to during the monitoring visit.
- 3.3.2 Both advised that they are always welcomed into the home, are invited to take part in activities and events, and that the atmosphere and staff are great.
- 3.3.3 Both relatives felt that staff and management had gone out of their way to make their relative feel at home and that both residents classed this as their home now as they have settled in so well.
- 3.3.4 Neither relative had ever had cause to raise a complaint with the home but both advised that they would have no hesitation and would be comfortable in raising any issues with the manager and were both assured that anything would be promptly dealt with.
- 3.3.5 The relatives both felt that the home had been excellent in providing a good quality of care for their relatives.

3.4 Facilities & Observations

- 3.4.1 The visiting officer walked around the home during the day and all areas were seen to be clean and tidy. All individual bedrooms were individually decorated, and contained several personalised items such as ornaments, pictures etc.
- 3.4.2 The visiting officers spoke to some residents during the visit, and it was pleasing to hear positive comments about living at the home, including the friendliness of the staff, the food, and the activities on offer. Comments included 'I can't fault it here, they look after me well' and 'the staff are marvellous, not just with me but with everybody'.
- 3.4.3 It was observed that Residents were treated with dignity and respect by staff at all times.
- 3.4.4 Evidence was seen of regular maintenance checks carried out around the home which included checks of fire alarms, fire doors, means of escape and emergency lighting. These are regular planned checks and recorded in the maintenance file.
- 3.4.5 There is a comprehensive home maintenance manual which evidences any improvements and works to be carried out around the home. Also included are daily, weekly, monthly, quarterly and six monthly checks, for various aspects of the environment of the home

- 3.4.6 Improvements in the home during the year included the upgrade of the downstairs bathroom and new flooring planned for communal areas of the home.
- 3.4.7 The last fire risk assessment was viewed and there were no recommendations. The new risk assessment had been planned for December and training had also been arranged for staff.
- 3.4.8 Quarterly Health & Safety meetings are held with staff and topics discussed include maintenance, incidents/accidents, enforcing authority visits, and infection control.

3.5 Training

- 3.5.1 Highfields uses a mixture of in-house training and an external training provider.
- 3.5.2 Staff are able to identify their own training needs during supervision sessions.
- 3.5.3 The training matrix provided, evidenced that all mandatory training is undertaken regularly, and that all staff are up to date.
- 3.5.4 There was also evidence of a good range of non-mandatory training that staff had undertaken to enable them to fulfil the requirements of their role and meet the needs of the individual residents.
- 3.5.5 There is a full schedule of training planned throughout the year for all staff which is displayed in the office.
- 3.5.6 It was positive to note that the kitchen and domestic staff attend most courses such as POVA, Dementia, and Moving and Handling.

3.6 Staffing

- 3.6.1 During the morning there are 2 nurses and 8 carers, in the afternoon there are 2 nurses and 6 carers, and at night there is one nurse and 4 carers. The Manager works office hours Monday to Friday, and is not included on the rota.
- 3.6.2 Two staff files were viewed. Both files contained most of the necessary information, ensuring that appropriate checks had been made as part of the application process, such as an application form, two references, and an interview record. Both files contained a signed contract of employment, and a job description. Both files contained a full employment history.
- 3.6.3 Both files contained evidence that a DBS check had been completed before the member of staff started work, and the Manager confirmed that these are completed every 3 years.

- 3.6.4 Only one of the staff files viewed contained a birth certificate as means of identification. Although the file did not have a birth certificate it did hold a driving licence and passport as means of identification.
- 3.6.5 The supervision file was seen, and it was evident supervision sessions take place every 6-8 weeks which is more frequent regulations require. The Manager has delegated supervision responsibility to certain staff. Evidence of annual appraisals was also seen.
- 3.6.6 The visiting officer spoke to some members of staff during the visit. All staff members gave positive feedback about working at the home, and were complimentary about the support from the Manager, the quality and availability of the training. Staff were also aware of procedures that should be followed.

3.7 Quality Assurance

- 3.7.1 A copy of the quality assurance report was provided. There is clear evidence of involving residents, relatives, staff and other stakeholders in the quality assurance process. Also included is quality of life and general well being.
- 3.7.2 Staff meetings are held regularly with each department. Health & Safety meetings are also held every three months with discussions held regarding health & safety audits carried out at the home, any accidents, training and property maintenance. These meetings are recorded and minutes are kept on file for staff to read.
- 3.7.3 Relatives & Residents meetings are held and minutes are recorded. Topics discussed included seasonal menus and activities schedule.
- 3.7.4 There is a handover led by a nurse before each shift starts, and this attended by all care staff and nursing staff. During the handover information and updates are shared about all residents, including any important changes.
- 3.7.5 All residents files viewed had a necessary Personal Emergency Evacuation Plan present to evidence peoples individual manual handling needs are assessed should there be a need for evacuation.
- 3.7.6 There is a comprehensive home maintenance manual which evidences any improvements and works to be carried out around the home. Also included are daily, weekly, monthly, quarterly and six monthly checks, for various aspects of the environment of the home.
- 3.7.7 The Responsible Individual (R.I.) for the service visits the home monthly to offer support to the manager and discuss any issues.
- 3.7.8 Also provided to the monitoring officer was the RI's quarterly monitoring report to monitor the performance of the service. This was a comprehensive document and a good example of a quarterly monitoring report and included resident feedback, staff feedback, Care planning and daily recordings, building maintenance and any accidents or incidents.

4. Corrective / Developmental Actions

4.1 Corrective

- 4.1.1 All Regulation 60 notifications to CIW to be copied to the Commissioning Team (as per CCBC care home contract).
- 4.1.2 Staff files to contain copy of individual's birth certificate as means of identification. (Reg. 59 Schedule 2 RISCA).

4.2 Developmental

- 4.2.1 No developmental actions were found on this visit.

5. Conclusion

- 5.1 There were several examples of good practice seen during the visit, and it was apparent that the high standards seen at the previous visit had been maintained.
- 5.2 Numerous residents were spoken to throughout the visits and all were satisfied with the care and support they receive at Highfields Nursing Home.
- 5.3 There was a warm and friendly atmosphere, with good staff presence, and positive feedback was received from residents and visitors.
- 5.4 The visiting officer would like to thank the staff for their hospitality during the visit.

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