



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru  
Care and Social Services Inspectorate Wales

## Care and Social Services Inspectorate Wales

### Care Standards Act 2000

#### Inspection Report

#### Hollylodge Residential Home

1 Ton Road  
Coed Eva  
Cwmbran  
NP44 7LF

**Type of Inspection – Focussed Inspection**

**Date(s) of inspection – 24 January 2013**

**Date of publication – 16 February 2013**

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## Summary

### About the service

Hollylodge Residential Home is operated by Virgo Care Homes Limited. There is a nominated responsible individual for the home. The registered manager is Ms Deborah Michna.

The home is registered to provide personal care for 29 adults who have dementia.

We (CSSIW) undertook a scheduled, unannounced, focussed inspection visit on 24/01/13. Areas of focus were people's daily routines, communication and interaction between staff and people living in the home and assessment and care planning practices.

### What type of inspection was carried out?

- Analysis of self assessment documentation completed by the registered provider
- Examination of two service user files and other service user records
- Observations of care practices and daily life in the home
- Discussions with staff, two residents and one relative
- Review of five relative and two staff questionnaires

### What does the service do well?

- Homely, friendly atmosphere
- Regular quality assurance audits and a proactive approach to the development of the service

### What has improved since the last inspection?

There continued to be investment in the internal structure, furniture and fixtures.

### What needs to be done to improve the service?

No non compliance notifications were issued.

## Quality of life

Overall, we found that people were able to exercise their rights and they were observed to be treated with respect and dignity. A range of activity opportunities were available for people to choose from to promote stimulation. Referral mechanisms to the primary health care team were in place to ensure that health needs were being met.

People we spoke with said that staff were aware of their preferences and their wishes regarding care and they got up and retired at a time of their choosing and had the choice of a bath or shower daily. All residents looked smartly dressed with a good standard of hygiene.

People have opportunities to be positively occupied and stimulated. The home employs two activity coordinators and there is an organised activity programme which included support to access the community on a regular basis. Information regarding daily activity provision was available on the viewing board by the front entrance. The registered manager agreed that a more visible point for the activity information would promote conversation/ stimulation for residents. On the day of the visit, the home had a relaxed and social atmosphere and all residents appeared content and engaged. Residents were seen chatting amongst themselves and staff, knitting, reading papers/books, and visiting the hairdresser. The registered manager told us that the environment was being developed further to include orientation aids such as memory boxes outside bedroom doors and focal points of interest to promote orientation and stimulation for residents.

Two residents spoken with commented positively regarding staff attitude and commitment. Staff were observed communicating in a professional and caring way and demonstrated that they knew individual resident's needs very well.

Maintaining contact with friends and family was encouraged and there was no restrictions placed on visiting times. One relative told us that he visited on a daily basis and that "*care was very good and staff always keep us informed of any changes*". Questionnaires reviewed were also very positive regarding quality of care and staff attitude and included:

*"We are happy with the care that is given and any concerns are dealt with straight away"*

*"Always a very happy atmosphere. Residents look relaxed and care staff appear to get on well with each other and the residents".*

*"Without exception, staff greet visitors and make them feel welcome".*

People benefitted from a healthy diet and staff attention to nutrition and hydration. We saw that people were able to exercise choice and control over their meals and residents commented that the food was "*very good and there was always choice*".

People using the service can generally be confident their physical wellbeing will be maintained. This is because we saw care records that demonstrated a health plan in place, with specific healthcare needs of the individual documented. Relevant contact with professionals was also maintained. . The registered manager agreed that the development of care plans with reference to the management of diabetes would benefit staff knowledge on when referral was appropriate.

## **Quality of staffing**

This inspection focussed on quality of life issues. CSSIW did not consider it necessary to look at Quality of Staffing on this occasion because the previous inspection was positive and no new concerns have been identified. However this theme will be considered during future inspections.

## **Quality of leadership and management**

This inspection focussed on quality of life issues. CSSIW did not consider it necessary to look at Quality of Leadership and Management on this occasion because the previous inspection was positive and no new concerns have been identified. However this theme will be considered during future inspections.

## **Quality of environment**

This inspection focussed on quality of life issues. CSSIW did not consider it necessary to look at Quality of Environment on this occasion because the previous inspection was positive and no new concerns have been identified. However this theme will be considered during future inspections.



**How we inspect and report on services** We conduct two types of inspection; baseline and focussed. Both consider the experience of people using services.

**Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

**Focussed inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focussed inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focussed inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by telephoning your local CSSIW regional office.