



## Hallmark Regency House Luxury Care Home



Mill Road, Ely, Cardiff, CF5 4AE



02920566000



[www.hallmarkcarehomes.co.uk](http://www.hallmarkcarehomes.co.uk)

Date(s) of inspection visit(s):

### Service Information:

Operated by:	Hallmark Care Homes (Cardiff) Limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care
Registered places:	73
Main language(s):	English
Promotion of Welsh language and culture:	The service provider anticipates, identifies, and meets the Welsh language and culture needs of people.

## Ratings:



Well-being

**Excellent**



Care & Support

**Excellent**



Environment

**Excellent**



Leadership & Management

**Excellent**

## Summary:

A passionate and driven manager oversees the home and engages in various projects which aids the continuous development of the service. There is a strong management structure in place, led by the Responsible Individual (RI). A range of robust monitoring tools enable timely, effective recording and oversight. Care staff are safely recruited and trained to a high standard. Care staff have a good work-life balance and people praise them for their care.

People's voices are heard, valued and responded to. Any concerns or issues are quickly identified and actioned. People's communication and language is well considered and celebrated. The service considers people's individuality and tailors the care and support in accordance, considering bespoke activities for individuals and as groups to aid in engagement and belonging. One person said, "*The beauty about the activities is that there's a variety,*"

The service is extremely clean, homely and very welcoming with a range of excellent facilities, in

addition to a well-presented, accessible garden, which people told us they enjoy. A range of managers maintain oversight of the environment ensuring the home complies with Health and Safety requirements. The service is secure, people feel safe, and the majority are very happy at the service.

## Findings:



### Well-being

**Excellent**

People live healthily and safely with control over their lives. There are good systems in place which ensure people's health and well-being needs are met. A Lifestyle team is in place and visible throughout the service. They provide extremely well considered activities, tailored to people's interests, wants and hobbies. Activities are available throughout the week including some evenings. Examples include Ukulele activity, live entertainment, singing, craft, Zumba, target practice and axe throwing. Most people told us they like the activities, and one person told us "*There is enough to keep you busy all day.*" For those who may not be able to access the communal activities, consideration is given to their risk of social isolation. The lifestyles team considers and assesses people's risk and identifies a range of meaningful activities for them, allocating members of staff to ensure they get regular interaction, engagement and stimulation.

We saw a range of diverse ways people can have their voices heard and maintain control over their lives and care. A range of innovative methods are used to capture detailed and meaningful feedback which the service consistently responds to. People and relatives told us they feel listened to and could raise any concerns if they needed to. The service has several systems in place in which people and staff can seek support. In addition, several posters are displayed around the home, these include contact information for the RI, safeguarding and Care Inspectorate Wales.

The lifestyle team show a great commitment to considering and exploring people's history. We found several people using the service have taken on roles they enjoy, such as 'Chief gardener' and set up social groups for others to enjoy, providing a sense of ownership, worth and value. Some have shared skills with others such as knitting or shared interests regarding their past roles and employment. Groups from the community are invited in, for example, a mother and baby group, church service and a military charity. Such organisations have supported people to develop meaningful relationships, improving their engagement, communication and overall well-being. Some people told us they enjoy trips into the local community, like going for a pub lunch or to the shops. We saw several visitors coming in and out of the home to see their loved ones. Relatives describe the home as "*Exceptional,*" and one person said, "*Can't fault it.*" People are supported to cultivate safe and healthy relationships.

The Welsh culture and language is promoted throughout the home. The RI is a Welsh speaker, and we saw evidence to show that people can provide feedback in Welsh. For those whose first language isn't English the service endeavours to identify staff members who speak the same language. Activities and events are also organised to celebrate culture, diversity and nationalities. The service runs an Equality and Diversity group, where they listen to concerns and consider improved ways to embed an inclusive culture.



Personal plans are detailed and very personalised. People and their relatives told us they are regularly involved in their care. The service conducts regular reviews of plans to ensure they remain up-to-date so care staff have the correct information. The electronic system in place enables a range of records, guiding staff on what support tasks are required. We saw regular daily records which ensure people are healthy and safe, such as fluid, nutrition, repositioning and wound care. The service is working with the provider of the electronic system and care staff to improve the accuracy of records. Management conduct audits to ensure records are of high quality, and actions identified are addressed immediately. The requirement for high standard, quality records is regularly discussed within staff meetings. One person told us “*It’s as good as it gets.*”

People’s needs and preferences are clearly identified within detailed personal plans. These include dietary choices such as being a vegan or requiring a specialist diet. The menu offers a wide range of choices including a vegetarian option. Several people fed back food is “*Lovely,*” “*Wonderful*” and “*Extremely good.*” There is a three-course meal twice a day and additional items such as sandwiches and jacket potatoes are also available. For those who may be more particular the catering team go above and beyond and offer alternative options not on the menu. They are enthusiastic about meeting people’s individual health needs and preferences. Recently the service took part in a pilot where the Speech and Language Therapy team were invited into the home, supporting staff directly via observations and to develop their skills and knowledge. Professionals gave positive feedback to the home regarding the care staff and chefs passion and engagement. Records show people’s weights are regularly monitored and remain stable.

The service is highly engaged in forward thinking approaches to improve people’s health and overall well-being. The service works alongside professionals in an open and transparent way sharing information and learning. The service took part in a project regarding Diabetes. Enabling the service to help identify early onset and diagnosis, this means they can effectively implement and manage changing care needs as soon as possible. The service takes a proactive approach to people’s health needs. We saw a GP attends the home weekly and detailed clinical meetings help maintain oversight and analyse people’s health needs so the right action can be taken to reduce risk. The electronic medication system in place reduces risk of missed medication and ensures people get their medication at the right time and in the right way. Regular audits identify any issues and staff told us these are quickly actioned and monitored. One person said, “*I’m getting every bit of care.*”



## Environment

Excellent

People live in an environment with excellent and well-maintained facilities, equipment is available, and the service identifies and reduces risk. The environment is extremely clean, inviting and homely. People consistently feedback how clean the home is. Small intimate lounges and dining areas provide a relaxed home-like feel whilst being extremely well presented. Dining areas are beautifully dressed, with flowers, cutlery, napkins and menus. Music plays in the background, making them a welcoming and inviting space to eat and socialise with others. The service is warm and smells fresh throughout. People's rooms are personalised, and one person praised the service for styling their room in a similar manner following a move, saying "*They're just wonderful.*" This helps provide a sense of belonging. Everyone we spoke with told us they like their room. We saw people have the required mobility equipment in their room and their call bells within reach. People told us care staff respond to them quickly most of the time. The service is considering an improved Nurse call system, which could enhance independence and reduce restrictions. One person told us the home is "*Excellent, without a doubt.*"

We saw several people enjoying the garden area, some engaged in a group craft activity, and some relaxing and chatting in the sun with relatives. Several doors open out into the garden enabling people to access this when they choose. The appropriate doors are kept locked and good systems are in place to ensure the safety of people, staff and visitors. Internal doors do not have any restrictions enabling people to access the range of facilities throughout the building. There is a cinema, hairdresser and café available. Several people enjoy meeting up with their relatives and friends in the café to catch up and socialise. Reception staff are extremely friendly and welcoming and ensure that visitors log in for safety and security purposes. There are excellent health and safety systems in place to maintain oversight. The service has their own Health and Safety manager, and the RI also maintains regular oversight of the environment. A maintenance file shows that regular checks are completed to ensure the service maintains health and safety requirements. Fire prevention systems are checked, and the service carries out timed fire evacuations during the day and night. The service conducts audits regarding the environment which positively impact people's well-being outcomes. The service analyse data from audits such as 'infection prevention control' and 'environmental falls' identifying patterns and reducing risks in relation to infections and falls.



## Leadership & Management

Excellent

The service benefits from a strong and robust management structure which aids the overall quality. A range of roles internally and externally support in ensuring care delivery is of the highest standard. There is a team of hospitality, catering, lifestyle and care, in addition to senior managers, specialists and the RI. Staff know who their line manager is and where to access support. Every staff member we spoke with told us they felt supported by their line manager. Care staff are appropriately recruited, trained and supported via supervision. A range of training is offered and deemed as mandatory, ensuring that there is a highly skilled team in place. Every care staff member is registered with Social Care Wales, the workforce regulator and has a Disclosure and Barring Service check. The service over recruit so they can cover sickness and annual leave providing assurance and continuity. The service has invested in a new electronic platform which will empower staff to manage their own work patterns, annual leave and have access to information.

Care staff are described as “*Cheerful,*” “*Understanding,*” “*Genuine,*” “*Respectful,*” “*Kind,*” and “*Fabulous.*” Staff appear enthusiastic, friendly and know people very well, respecting people’s choice, privacy and dignity. People told us care staff make time to talk to them and enjoy their company, saying “*They’re brilliant everybody here*” and “*Can’t do enough for you.*” Care staff told us they enjoy their roles and maintain good work-life balance. Some have worked at the service for many years.

There are excellent organisational arrangements in place which help continuously identify improvement. The service conducts a range of comprehensive and well considered audits, and we saw actions are quickly addressed. On the day of inspection, the minor issues we noted were actioned immediately. The service logs and tracks compliments and complaints. We saw compliments are regularly received from relatives and friends, praising the service for their “*Exceptional*” and “*Tremendous*” care. The manager ensures that complaints are investigated thoroughly, considers lessons learnt and implements them. Leaders promote openness by being transparent and honest, sharing information where appropriate and liaising with external agencies.

A knowledgeable and committed RI goes above and beyond to ensure the service maintains its standards and continuously improves. We noted the RI fulfils their regulatory duties and takes a proactive approach when managing concerns, such as conducting unannounced night visits. The RI completes a strong analysis of information and events every three months; previous actions are considered and further actions identified. A detailed Quality of Care review is in place and identifies what the service does well and any improvements to be considered. One person told us “*Overall all well-being score of 10, excellent.*”

## Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

**CIW has no areas for improvement identified following this inspection.**

**CIW has not issued any Priority action notices following this inspection.**

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