



## Hollies Care Home



The Hollies Care Home, 98 Merthyr Road, Pontypridd, CF37 4DG



01443400644



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

Date(s) of inspection visit(s): 07/07/2025

## Service Information:

Operated by:	Silvercrown Care Homes (Pontypridd) LTD
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:	44
Main language(s):	English
Promotion of Welsh language and culture:	The service provider makes an effort to promote the use of the Welsh language and culture, or is working towards a bilingual service.

## Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

## Summary:

The Hollies is situated in a suburb of Pontypridd and is on a main bus route that runs from Pontypridd to Merthyr Tydfil and Cardiff. The home provides accommodation for people who require nursing or residential care and support.

People experience good wellbeing outcomes overall and are treated with dignity and respect. People are supported to stay as healthy as possible, with systems in place to protect people in an environment that meets their needs. Care and support is good, with people's experiences being positive. Detailed care documentation is in place to support people's care needs. The service has good systems to safeguard people, good systems to manage their medication, and good systems to reduce the risk of the spread of infection. The environment is good, it is appropriate for people to meet their needs, enhance their wellbeing and is overall safe. The leadership and management is good, there is a consistent and reliable management team who ensure that the required staff recruitment, training and support is undertaken. The Responsible Individual (RI) visits the service regularly, has a good working relationship with the management team, and has effective oversight of service provision.

## Findings:



### Well-being

Good

People have choice and control over their daily lives. Care workers support people to make everyday decisions. They understand people's preferences and know what is important to them. We saw people have a positive experience during lunch, their dignity was respected, and alternative meal options were offered. People have their own personal routines and engage in activities of their choice within the service and occasionally the community. Regular resident/relative meetings take place, whereby people can have a say in the running of the home, including activities. The current activity planner reflected suggestions made by individuals living in the home. People told us "*There's loads going on*" and "*Oh I like the activities; we've usually got something going on*".

People are protected from harm and neglect. The provider ensures care workers receive training in safeguarding, to protect vulnerable adults. There are also policies and procedures in place to support this. Nurses and care workers have a good understanding of their responsibilities and know how to report any concerns they have about people they support. Personal plans and risk assessments are in place and reviewed regularly. People and their families told us that they or their relatives are happy and safe in their home. Care workers are recruited in line with regulatory requirements.

People are supported to maintain their physical and emotional well-being. There is a positive culture amongst the staff. There is a consistent and longstanding staff team which provides good continuity for people. This ensures people's needs are met because nurses and care workers know what is important to them. Support from health and social care colleagues is sought appropriately when needed. People are supported to maintain existing relationships with family and friends as much as possible. Visitors say they are welcomed into the service at any time and people enjoy going out into the community with family and friends. We saw friendships formed with people enjoying time in the lounges and communal spaces. Personal plans are specific to each person and reflect their choices and how to maintain their safety. The service offers a choice of high-quality meals, and the service has a food hygiene rating of five, which is 'very good'.

People live in an environment which supports their well-being. People have access to communal areas as well as the privacy of their own rooms. The home is appropriately furnished and decorated throughout. The home is clean and well-maintained with the correct checks and servicing in place for utilities and fire safety features



## Care & Support

Good

People receive good quality care and support which helps them achieve their personal outcomes. The service carries out an assessment of care and support needs prior to a person moving to the home to ensure they can meet them safely. Following this a personal plan is developed in conjunction with people and where necessary, their representatives. Personal plans we viewed are good and set out people's personal outcomes and strategies for supporting people in a proactive way. Risk assessments are in place to ensure people are supported to make their own choices as much as possible and remain safe. Deprivation of Liberty Safeguards (DoLS) referrals are made when there is a risk that care arrangements may deprive people of their liberty. The service offers a variety of formal and informal opportunities for people to voice their opinions on the service they receive. Personal plans are reviewed in line with regulation to ensure information remains relevant as people's needs evolve.

People have a voice to make choices about their day-to-day care. We saw staff responding promptly to people's needs throughout the visit. We saw several people who chose to remain in their rooms, supported with good staff presence and access to a call bell. People are assisted in a timely manner with dignity and respect, and we saw people acknowledged and engaged to ensure their emotional needs and wishes were met. Care staff have a good understanding of people's needs and engage with people positively. People spoke positively of care staff and one person told us *"It's very nice here, the staff are excellent"*. A relative told us *"He couldn't have come anywhere better"*

People are supported with their health needs and receive their medication as prescribed. There are effective medication management systems in place. We saw medication is securely stored and it can only be accessed by authorised personnel. Medication administration record (MAR) charts are filled in correctly confirming people receive their medication at the right time. There is a medication policy aligned with best practice guidance and care staff receive medication training and regularly undergo assessments to ensure they are sufficiently skilled. Medication audits are completed to ensure practice remains safe and effective. People's health needs are detailed in their personal plans. We saw people have good access to health and social care professionals and any advice needed is sought in a timely manner. A visiting health professional told us *"I have no worries about this particular home"*.



## Environment

**Good**

The environment is homely, clean and comfortable. People can access communal areas to spend time in the company of others or remain in their own room should they wish to have some privacy. People can personalise their room to their preference with their own belongings, which helps people to feel at home. Bathrooms and toilet facilities are equipped with specialist equipment for those who require it and there is a lift providing access to the first floor for people with mobility issues. The kitchen has been awarded a score of five by the Food Standards Agency which is the highest possible score and suggests standards of cleanliness and hygiene are very good. The housekeeping team follow cleaning schedules to ensure the home is kept clean and tidy. Laundry facilities are suitable for the size of the home and there are systems in place to reduce the risks of cross contamination.

People live in an environment which is safe with appropriate and well-maintained facilities and equipment. There are safe and effective systems in place to maintain and manage the accommodation to consistently meet people's needs. Regular servicing and environmental checks ensure the safety and well-being of people using the service. Financial investment has been made to update the electrical and fire safety systems. We saw fire safety equipment and doors within the home. Everyone has a clear personal emergency evacuation plan (PEEPS), and care staff are trained in fire safety and participate in regular fire drills to keep people as safe as possible. We found records relating to maintenance needs to be clear with dates when repair work will be completed by.



## Leadership & Management

Good

The service benefits from good leadership and management, and the oversight and governance of the service is effective. Staff morale is good, creating a positive atmosphere. Regular internal audits to ensure the service is performing well are carried out and demonstrated a good level of compliance within company expectations. The RI undertakes their required oversight role, visiting the service every three months to meet with people and staff, and completing six-monthly quality of care review reports. People know how to raise any concerns if they have any, importantly, there have been no recent formal complaints. The homes own internal feedback and the feedback at inspection is very positive, with no concerns raised and many compliments received.

People can access information to help them understand the care, support and opportunities available to them. The statement of purpose and information leaflet accurately describe the current arrangements in place regarding the service's accommodation, referral and admission process. Also, the type of care and support available and ways in which it is working towards providing a Welsh language service provision. The statement of purpose also includes details of the service's supervision and training arrangements for care staff.

People can be assured that staff are safely recruited, trained and supported. We looked at a sample of staff recruitment files and saw they contained all the pre-employment checks in respect of any person working in regulated services. Staff receive formal one-to-one supervision in accordance with regulatory requirements. Supervision provides each staff member with opportunities to discuss their performance, development and/or any concerns they may have. We viewed the recent training matrix and saw most training was up to date. Induction and mentoring of new care staff work well, and staff retention at the service is good. Staff we spoke with told us they enjoy working at the home and feel valued and listened to. One said, "*This is the best place I have worked*". Policies and procedures for safeguarding and whistleblowing are accessible.

## 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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