



Inspection Report on

Hengoed Park Care Home

**Hengoed Park Care Home
Cefn Hengoed Road Winch Wen
Swansea
SA1 7LQ**

Date Inspection Completed

20/11/2024

Welsh Government © Crown copyright 2024.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.

About Hengoed Park Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Hengoed Park (Swansea) Ltd
Registered places	149
Language of the service	English
Previous Care Inspectorate Wales inspection	4 April 2023
Does this service promote Welsh language and culture?	This service anticipates, identifies, and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

Hengoed Park is an inviting, welcoming and beautifully presented service with lovely views overlooking the nature reserve built by the provider and common land. The home is set over several floors with each one having its own team of staff and manager. People have up-to-date personal plans in place that reflect their needs. Multiple activities take place on each floor for people to enjoy should they wish, and excursions also take place regularly out in the community with the use of the service's minibus. External entertainers also visit the service to engage people in music and dance and various other activities to enhance their well-being.

There is continuous financial investment in the service to ensure it continues to meet the needs of people. People are encouraged to personalise their own bedrooms and communal areas are light and airy and nicely decorated. There are good procedures in place to maintain the building, equipment and grounds to ensure all is in good state of repair and safe for people.

Recent changes in management structure in Hengoed Park have taken place with each floor now having its own manager and staff team. This more structured approach enables each manager to carry out their own audits and checks and play a more visible role within their floors daily. The Responsible Individual (RI) and senior management team of the provider visit the service daily to ensure all is well in the service. People are encouraged to give feedback about their experiences in the service to inform any improvements needed.

Well-being

People are encouraged to participate with the planning of their care and are listened to in the service wherever possible. Assessments are carried out with people and/or their representatives prior to them moving into the service to ensure their needs can be met. People's background, likes and dislikes are all considered in their care plans. Regular reviews take place of care plans and associated risk assessments. People make daily choices around how and where to spend their time, what to wear, what to eat etc. The Responsible Individual speaks with people to obtain their feedback about the service and to get their thoughts and opinions on improvements needed in the service.

People can engage and are encouraged to participate in various activities within the service and in the community to maintain their social and emotional well-being. Each floor has its own well-being coordinator who plans activities and entertainment for people to enjoy. Activities are logged and these are audited to ensure these are offered and undertaken by people, so everyone gets opportunities to do things that matter to them. Activity coordinators were observed to have lots of enthusiasm in their roles and were very inclusive, encouraging all to join in where possible. People have developed good friendships with others living in the service as well as care staff. Relatives and friends are welcomed in the service and there is an inviting lounge/ bar area on the ground floor for people to enjoy visits in a more relaxed way where hot drinks are readily available for all.

People are safeguarded from harm and neglect. Care staff complete mandatory safeguarding training and those spoken with know how to report any concerns they have about people they support. The provider has numerous policies and procedures in place to ensure the service is run smoothly. Robust security arrangements are in place for people on each floor and on entering and leaving the building with a sign in/out book for all visitors to complete. The provider invests in the constant upkeep of the service and strives for ongoing improvement. There is a dedicated maintenance, domestic and laundry team who ensure the service is safe, clean and well maintained.

People live in an environment that meets their needs well. The external areas have been developed to enhance people's well-being and experiences whilst living in the service. All bedrooms in the service are personalised with people's own belongings where possible and have en-suite facilities. People can choose to spend their time in their rooms or in one of the several communal lounges and dining areas in the service that are decorated to a high standard and are welcoming, most having lovely views over the provider's self-built nature reserve. People can enjoy the accessible nature trails and engage with many of the animals that also call the service home.

Care and Support

People have well written personal plans in place that give a good overview to care staff to provide the care and support they need effectively. Care documentation and records are stored electronically. We viewed several care files on each of the floors. Care plans and corresponding risk assessments are up to date with people's current needs, and are written in a person-centred way, reflecting their needs, preferences and what matters to them. People have good relationships with the care staff supporting them and this was observed throughout the inspection. We overheard a care worker saying, *"I'll be here with you on Christmas day because you are my family and I wouldn't want to be anywhere else"*. We saw genuine and caring interactions between care staff and people consistently during the visits. We spoke with relatives and visiting professionals who were very complimentary of the service. Comments include *"There is good organisation here, the staff are very helpful and clearly know the residents very well"* and *"Communication is very good, they always get in touch. I feel a lot more relaxed knowing X is ok"*.

There are procedures in place to manage medication in the service. There is a medication coordinator in post responsible for overseeing the whole service. An assistant to this role is also currently being sourced to assist with this due to the size of the service and to minimise risk. There is a dedicated medication room on each floor which is locked when not manned. Medication trolleys are stored within, and any excess medication is stored appropriately. We looked at a sample of electronic medication administration records (MAR) on each floor and checked the corresponding medication and found these to be correct. Routine audits of medication take place by the medication coordinator to minimise errors and monthly medication audits are also carried out by each floor manager.

People have a wide range of opportunities to engage in activities in the service and have opportunities to go to events in the community. The team of well-being coordinators work tirelessly to provide stimulation and entertainment to people in the service and try their best to get people to engage and avoid social isolation. We observed several activities and entertainers visiting during the inspection and saw care staff supporting people to join in where possible. People appeared happy and were singing and dancing and enjoying joining in. Quieter activities were also taking place in smaller groups and on a one-to-one basis to support people's choices. We saw the activity timetables for each of the floors and saw lots on offer for people. People told us they enjoy participating in the varied activities offered to them in the service and outdoors in the nature reserve in the warmer months.

There are robust systems in place to protect people from harm and neglect. Deprivation of Liberty Safeguards (DoLS) authorisations are requested for people living in the service who lack the capacity to make decisions about their care and accommodation. Care staff complete mandatory safeguarding training and those spoken with demonstrate a good understanding of their responsibilities and know how to report any concern they may have about the people they support.

Environment

Hengoed Park is a very large service set over five storeys overlooking beautiful views of the nature reserve and common lands. The provider continually re-invests into the service to ensure it continues to meet the needs of people and exceed their expectations. The basement level is purely for utilities and includes office space, training and storage facilities, a gym, large kitchen and large laundry rooms. All equipment seen in the kitchen and laundry are in good working order. People's bedrooms are on the ground floor and above. Each floor has a communal lounge/s and kitchen area and most have outdoor areas to enjoy the views in warmer weather. On the ground floor there is a large lounge/ bar area where visitors can come and enjoy spending time with their loved ones with complimentary hot drinks and comfortable sofas to relax on. Bedrooms viewed in the service are personalised with people's own belongings and people were complimentary of the environment. The nature reserve behind the building was developed by the provider and continues to be developed to enhance the wellbeing of people living in the service. This nature reserve houses its own lake which at the time of inspection was being restored. Accessible walking paths are available for people to enjoy which run alongside the various animals purchased for people to enjoy. These include an aviary, rabbits, ponies, ducks and swans. The RI was eager to share with us the recent purchase of three alpacas, black swans and goats which are due to arrive soon.

There are consistently effective procedures in place to ensure the service remains safe for people and is well maintained. Access to the building and areas within the service are secured with key coded door pads and there is a sign in book in the main entrance for all visitors to complete. The service shares its large car park with the provider's sister home which has ample space for visitors and staff. The dedicated facilities team which consists of domestic, laundry, catering and maintenance personnel work tirelessly behind the scenes to ensure the service remains safe, comfortable and to the highest standards as expected by people living there. There are consistent and robust procedures in place to identify and mitigate risks to health and safety. Routine maintenance checks are in place in the service for equipment and facilities. Certificates are in place to evidence annual and routine servicing takes place of utilities within the service such as gas and electricity. Cleaning equipment and chemicals are stored securely. The last inspection carried out by environmental health was in November 2024 which scored the main kitchen at 5, 'Very Good' in the food hygiene ratings.

Leadership and Management

There is good oversight of the service. Since the last inspection, changes have been made to the management structure of the service. Whilst there is still a general managing director overseeing the whole service, there are now four managers in post who each manage a

floor within the home and work as part of the management team. This enables a more consistent and effective approach within the service to ensure people's needs are met. Routine audits are carried out by each manager including medication, infection control and dip sampling of care files. This is far more manageable per floor and ensures more care files and documents are seen on a more regular basis. Actions noted in audits are acted on promptly as required. The RI and directors visit the service daily and meet regularly with managers in the service to provide support and maintain an open line of communication if they have any issues. Regulatory reports such as the bi-annual quality of care review and annual returns are completed as required.

The provider is committed to constantly invest in the service to ensure it consistently meets the needs of people. Since the last inspection, refurbishment and re-decoration has taken place in communal corridors. Planning has been submitted to build a new communal lounge and additional bedrooms on the top floor so all people living in the service can benefit from the stunning views the service has. The RI told us of further plans to expand the offerings of the nature reserve for people to have more enjoyment once the weather improves. There are good staffing levels in place which are managed on each floor. People complimented the quality of food available to them and the chef confirmed that there was a healthy budget available to them to ensure people receive good quality, tasty, balanced and nutritional meals.

Care staff feel valued in the service where there are good systems in place to recruit, support and develop them. We looked at twelve staff files and found all required documentation for safe recruitment in place, this includes, identity documentation, employment references, work permits and up to date Disclosure and Barring Service (DBS) checks. Supervision and appraisal documentation was seen where some gaps were noted, however, care staff spoken with confirmed that they felt supported in their roles and were able to approach their floor manager at any time if they had any issues. Comments included *"they are very supportive here, and always ask if we are ok if we need anything"* and *"there's lots of support available to us and it's a great place to work"*. We looked at the training matrix and saw good levels of training undertaken by all staff. Staff spoken with confirmed that the training was good in the service and enabled them to perform their roles efficiently. We saw that almost all care staff are registered with Social Care Wales- the workforce regulator.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection.

Area(s) for Improvement

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	
--	------------	--

Was this report helpful?

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- [Inspection report survey](#)

If you wish to provide general feedback about a service, please visit our [Feedback surveys page](#).

Date Published 06/01/2025