

The Hermitage Quality of Care review Report

Under the Regulation and inspection of Social Care (Wales) Act 2016

1) People feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

What we do well and the evidence for it.

The Hermitage is committed to ensuring that people are listened to, treated with dignity and respect, and actively involved in decisions about their care and daily lives. Promoting voice, choice and control remains central to the culture of the home and supports people to maintain independence, wellbeing and positive outcomes.

We recognise that every person is different and has their own preferences, routines, interests and aspirations. Staff work closely with residents and their families to understand what matters to them and to ensure care and support is delivered in a way that reflects their wishes and personal outcomes.

How we evidence outcomes of this standard.

To understand whether people feel listened to and involved in decisions affecting their lives, we use a range of quality assurance systems including:

- Resident satisfaction questionnaires
- Additional quality monitoring questionnaires
- Resident meetings
- Care reviews
- Informal conversations with residents and relatives
- Responsible Individual visits
- Observation of daily practice
- Review of care records and personal outcomes

At the time of this review there were 26 people living at The Hermitage. Ten residents participated in the quality monitoring process either by completing questionnaires independently or with support from staff where required.

Feedback received demonstrated that people feel listened to, involved and supported to make choices about their daily lives.

Residents told us:

- "I am asked when I want my shower and I do everything else myself."
- "I am always asked what time I want to have my shower."
- "I am asked how I like it done."
- "My glasses broke and they took them to Partridges quickly."
- "I know I can go to the office and see Shirley."
- "I wanted a dog to be put by the Tree of Life. This was done."

Residents also spoke positively about opportunities available to them and how staff support them to achieve personal outcomes. One resident told us:

"It was arranged for me to go on the Llanfair Train as I told Shirley I wrote a book about this. I really enjoyed my trip."

Other residents told us they enjoyed bingo, musical entertainment, dominoes, spending time in the community, shopping trips and pursuing their own interests. Some residents told us they preferred spending time independently in their rooms and reading books, which staff fully respected and supported.

Comments received through questionnaires and discussions included:

- "I enjoy everything about being here."
- "It is all good."
- "I am independent."
- "I come down for meals then I like to return to my room to read."
- "I like all the carers."
- "All staff are wonderful."
- "I love Shirley the manager, she is lovely."
- "I stay in my room for meals, I have no issues, I enjoy my own company so for me everything is good."
- "I've never had so much food."

Feedback from relatives continues to be extremely positive. Relatives regularly comment on the kindness of staff, the quality of care provided and the positive relationships developed with residents and families. Resident meetings continue to provide people with opportunities to influence how the service is delivered. During a recent meeting residents discussed meals, activities, maintenance, refurbishment plans and opportunities for future outings. Residents were encouraged to contribute ideas and suggestions, with actions agreed following discussions.

Examples of improvements discussed through resident meetings and feedback include:

- Increasing the availability of fruit on afternoon trolleys.
- Reviewing opportunities for additional outings.
- Improvement of garden area.
- Exploring the introduction of a resident newsletter.
- Ongoing refurbishment and maintenance improvements throughout the home.

Care reviews continue to be completed within required timescales and there is good evidence that residents are actively involved in reviewing their care and support arrangements. Residents confirmed that they feel involved in care planning and review processes and that staff seek their views regarding how care is delivered.

There is positive evidence that people's personal outcomes are being achieved. Staff demonstrate a good understanding of person-centred care and actively support people to maintain independence wherever possible. This includes supporting people to access the community, achieve personal goals, maintain hobbies and identify equipment or adaptations that can help them remain as independent as possible.

There have been no complaints relating to the quality of care, staffing or services provided during this review period. There is one ongoing environmental complaint regarding noise from a kitchen extraction fan. The service has fully cooperated with Environmental Health and continues to work positively with the Environmental Health Officer to resolve the matter.

There is evidence that improvements identified within the previous Quality of Care Review have been progressed. Management visibility has increased through more frequent engagement by both the manager and Responsible Individual. Opportunities for outings have increased and a wish tree has been introduced, allowing residents to identify activities, experiences and personal goals they would like support to achieve.

What areas do we need to improve or want to develop further?

- Improve the recording of personal outcomes within care documentation to better evidence the positive outcomes people achieve.
- Continue to strengthen opportunities for residents to influence service development and demonstrate how feedback has informed changes within the home.
- Further develop the wish tree initiative and community-based activities to increase opportunities for people to pursue personal interests and achieve individual goals.
- Increase resident involvement in menu planning and activity planning to ensure services continue to reflect people's preferences and wishes.

What specific Action do we need to take to make the improvements/Developments successful and how will this be measured?

Improve the recording of personal outcomes

- Continue to develop staff understanding of outcome-focused recording through supervision and audits.
- Review care records to ensure outcomes achieved are consistently recorded.

Measured by:

- Improved evidence of personal outcomes within care records and care reviews.

Increase opportunities for residents to influence service development

- Continue to seek feedback through resident meetings, questionnaires and informal discussions.
- Further develop the "You Said, We Did" approach.

Measured by:

- Evidence that resident feedback has influenced improvements within the home.

Further develop the wish tree and community opportunities

- Continue to support residents to achieve personal wishes, goals and meaningful outings.
- Record outcomes achieved through the wish tree initiative.

Measured by:

- Positive feedback and evidence of wishes being achieved.

Increase resident involvement in menu planning and activities

- Continue to gather feedback regarding menus and activities and use this to inform planning.

Measured by:

- Evidence that resident views have influenced menus and activity programmes.

Summary

The Hermitage continues to provide a person-centred service where residents are listened to, respected and involved in decisions about their care and daily lives. Feedback gathered through questionnaires, resident meetings, care reviews, Responsible Individual visits and daily conversations demonstrates that people feel able to express their views, make choices and maintain control over matters that are important to them. Residents describe positive relationships with staff and management and report that they feel listened to and supported.

There is evidence that residents are actively involved in care planning and review processes, are able to personalise their rooms, maintain independence and pursue interests that are meaningful to them. Positive outcomes have been achieved through initiatives such as the wish tree, increased community outings and responsive support from staff. Improvements identified during the previous review have been progressed, including increased management visibility and greater opportunities for residents to access activities and outings. The service remains committed to further developing outcome-focused recording, increasing opportunities for resident involvement and continuing to support people to achieve their personal goals and ambitions.

2) People are happy and supported to maintain their ongoing health, development and overall well being.

What we do well and the evidence for it.

The Hermitage is committed to supporting people to maintain their health, wellbeing and independence. Care and support are delivered in a way that promotes dignity, choice and positive outcomes, whilst ensuring people have access to the healthcare services and equipment they require.

The service has a range of monitoring systems in place to support the early identification of health concerns and ensure appropriate action is taken when required. These include regular weight monitoring, BMI monitoring and nutritional assessments. Weight monitoring tools are colour coded to assist with identifying changes or emerging concerns and to ensure referrals are made promptly where required. Any concerns identified are recorded and appropriate action taken.

At the time of this review there were no residents requiring food and fluid monitoring. This demonstrates that people's nutritional and hydration needs are being effectively managed. Where concerns are identified, referrals are made promptly to relevant healthcare professionals and outcomes are monitored through care planning and review processes.

The service continues to work closely with a range of healthcare professionals to support positive outcomes for residents. GP services remain readily accessible and referrals are made to other professionals when required, including District Nurses, Speech and Language Therapists and other specialist services. This helps to ensure people receive appropriate support and intervention at the earliest opportunity.

Pressure area care continues to be closely monitored. Residents have access to appropriate pressure-relieving equipment based on their assessed needs and systems are in place to monitor its use. District Nurses visit regularly to undertake skin integrity assessments and provide professional advice where required. There are no reported pressure sores during this review period.

Falls are monitored and reviewed to support resident safety and wellbeing. Following any fall, immediate action is taken including review of care plans and risk assessments. Monthly falls audits are completed to identify trends and patterns and to support preventative measures. There has been a notable reduction in falls since the introduction of enhanced auditing and monitoring arrangements. No serious injuries have been reported as a result of falls during this review period that resulted in hospital admission.

The service continues to invest in equipment that supports people's health and wellbeing. During this review period a new profiling bed and three Repose cushions were purchased to help meet residents' assessed needs and promote comfort, safety and wellbeing.

Meaningful activity remains an important part of life at The Hermitage. Residents are encouraged and supported to participate in activities, maintain hobbies and pursue personal interests. Staff recognise that wellbeing is promoted in different ways for different people and support individuals to engage in activities that are meaningful to them.

Residents continue to speak positively about the activities staff provide and regularly comment on how much they enjoy the monthly live musical entertainment. People are also supported to pursue individual hobbies and interests and maintain links with the wider community where appropriate.

Staff training is closely monitored through a live training matrix which provides oversight of completed training, upcoming renewals and any overdue courses. Staff complete a wide range of training relevant to their roles and responsibilities, helping to ensure they have the skills and knowledge required to support people's health, wellbeing and independence. The system supports effective oversight and helps maintain compliance with mandatory training requirements.

What areas do we need to improve or want to develop further?
• Further develop the activities programme to provide a wider range of meaningful activities and opportunities that reflect residents' interests, preferences and personal outcomes. • Continue to promote community involvement and opportunities for residents to maintain hobbies, interests and social connections. • Strengthen the recording of wellbeing outcomes achieved through activities and healthcare interventions.
What specific Action do we need to take to make the improvements/Developments successful and how will this be measured?
Develop the activities programme • Explore opportunities to recruit or appoint a dedicated Activities Co-ordinator to further develop and widen the activities programme. • Continue to seek feedback from residents regarding activities they would like to participate in. Measured by: • Increased variety of activities available. • Positive resident feedback. • Increased participation in activities where appropriate. Promote community involvement and wellbeing • Continue to identify opportunities for residents to access the community and maintain hobbies and interests. Measured by: • Positive feedback from residents. • Evidence of increased community engagement and meaningful activities. Improve recording of wellbeing outcomes • Continue to develop outcome-focused recording within care reviews and daily records. Measured by: • Improved evidence of wellbeing outcomes being achieved and recorded.
Summary
People living at The Hermitage are supported to maintain their health, wellbeing and independence through a person-centred approach to care. Residents have access to appropriate healthcare services and specialist support when required, ensuring their changing needs are identified and responded to promptly. Effective monitoring systems support the early identification of health concerns, helping to maintain people's safety, comfort and wellbeing. There have been no reported pressure sores during this review period and no serious injuries resulting from falls. Enhanced falls monitoring and auditing arrangements have contributed to a reduction in falls and improved oversight of risk. Residents are encouraged and supported to participate in meaningful activities, maintain hobbies and pursue interests that are important to them. Feedback demonstrates that people enjoy the opportunities available to them, particularly the regular live musical entertainment. Staff are appropriately trained and supported to meet residents' needs and the service continues to invest in equipment and resources that promote comfort, independence and wellbeing. Further development will focus on expanding activity opportunities, strengthening community engagement and continuing to improve the recording of wellbeing outcomes.

3) People feel safe and protected from abuse and neglect.

What we do well and the evidence for it.

The Hermitage is committed to promoting a culture where people feel safe, respected and protected from abuse, neglect and harm. Systems are in place to support the identification, reporting and management of any concerns, whilst ensuring residents are supported to live as independently as possible.

Feedback gathered from residents demonstrates that people feel safe living at The Hermitage. Residents consistently described feeling reassured by the presence of staff throughout the day and night and spoke positively about the support available to them. Comments included "Staff always here", "Being checked on through the night, I feel safe" and "Knowing that someone is there both day and night."

Residents also confirmed they feel listened to and involved in decisions affecting their care and wellbeing. Examples included being consulted regarding vaccinations, healthcare referrals and other decisions relating to their care and support.

There have been no safeguarding referrals during this review period and there are currently no safeguarding concerns or open investigations. Staff understand their responsibilities in relation to safeguarding and all staff complete safeguarding training appropriate to their role. Training compliance is monitored through the home's training matrix to ensure training remains up to date.

Accidents and incidents are appropriately recorded, reviewed and monitored. Information gathered is used to identify trends, monitor risks and support continuous improvement. Learning from incidents is incorporated into care planning, risk assessments and management oversight where required.

There have been no complaints relating to the quality of care, staffing or services provided during this review period. One ongoing complaint relating to noise from the kitchen extraction fan continues to be managed in conjunction with Environmental Health. The service has cooperated fully with Environmental Health and all actions and correspondence have been appropriately recorded.

Staffing levels remain stable and sufficient to meet residents' needs. During this review period two new members of staff were recruited and all recruitment checks were completed in line with regulatory requirements before employment commenced.

What areas do we need to improve or want to develop further?

- Continue to strengthen residents' understanding of safeguarding and how to raise concerns if needed.
- Continue to review accidents and incidents to identify trends and opportunities for learning.
- Continue to promote a positive culture where residents, relatives and staff feel confident raising concerns.

What specific Action do we need to take to make the improvements/Developments successful and how will this be measured?

Promote awareness of safeguarding and raising concerns

- Continue to discuss safeguarding, advocacy and complaints procedures during resident meetings and care reviews.

Measured by:

- Residents continue to report that they feel safe and know who to speak to if they have concerns.

Continue to monitor accidents and incidents

- Continue monthly review and analysis of accidents and incidents to identify trends and reduce risks.

Measured by:

- Evidence of learning from incidents and appropriate actions being implemented.

Maintain a positive reporting culture

- Continue to support residents, relatives and staff to raise concerns, comments or suggestions openly.

Measured by:

- Positive feedback and timely resolution of any concerns raised.

Summary

Residents living at The Hermitage report that they feel safe, protected and well supported. Feedback demonstrates that people value the availability of staff and feel reassured knowing assistance is available whenever required. Effective safeguarding arrangements, staff training, recruitment practices and incident monitoring processes contribute to a safe environment where risks are managed appropriately. There have been no safeguarding concerns during this review period and no complaints relating to the care or services provided. The service will continue to promote safeguarding awareness, maintain robust monitoring systems and encourage an open culture where concerns can be raised and addressed promptly.

4) People live in accommodation that best supports their well being and achievement of their personal outcomes.**What we do well and the evidence for it.**

The Hermitage aims to provide a comfortable, safe and homely environment that supports residents' wellbeing, independence and personal outcomes. Residents are encouraged to personalise their rooms and living spaces to reflect their individual preferences, interests and personal histories.

Feedback gathered during this review demonstrates that residents are happy with their accommodation and feel their rooms support their wellbeing. Residents described their rooms as being personal and homely, with comments including "My room is just like I had it at home", "I love my room", "This is my forever home" and "I am very happy here." Residents spoke positively about being able to have personal possessions, photographs and furniture within their rooms, helping them maintain familiarity and comfort.

Residents are encouraged to make choices about their environment wherever possible. Where residents express preferences regarding decoration, colour schemes or furnishings, these are considered and accommodated where appropriate. There is good evidence that residents are supported to personalise their accommodation in ways that are meaningful to them.

The home continues to be maintained to a good standard. Residents and staff report that maintenance issues are responded to promptly and that repairs are completed without unnecessary delay. The maintenance person is proactive in identifying and addressing issues throughout the home. During this review period a small defect identified within the lounge carpet was repaired promptly, reducing the risk of trips and falls. Whilst the majority of the environment is well maintained, some carpeting within the first-floor corridors has been identified for future replacement. This has been included within the home's ongoing improvement programme and will be progressed as occupancy levels increase and resources allow.

The service continues to invest in equipment and resources that support residents' comfort, safety and wellbeing. During this review period a new profiling bed was purchased to meet assessed needs and promote comfort and independence.

Relatives and visitors frequently comment positively on the cleanliness and presentation of the home. Feedback consistently reflects that the home is clean, well maintained and free from offensive odours. Domestic staff take pride in maintaining a clean and welcoming environment for residents, visitors and staff.

Rooms are regularly decorated and refreshed to maintain a pleasant living environment. Re-decoration is undertaken when required, including following room vacancies, ensuring accommodation remains welcoming, comfortable and suitable for residents' needs

What areas do we need to improve or want to develop further?
• Continue to seek residents' views regarding the environment and any improvements they would like to see. • Continue to invest in equipment and environmental improvements that support residents' comfort, wellbeing and independence. • Replace remaining sections of carpet within the first-floor corridors as occupancy levels increase and resources allow.
What specific Action do we need to take to make the improvements/Developments successful and how will this be measured?
Continue to improve the home environment • Continue to seek feedback from residents regarding the environment and any improvements they would like to see. • Progress the replacement of remaining first-floor corridor carpets as occupancy levels increase and resources allow. Measured by: • Positive feedback from residents, relatives and visitors. • Completion of planned carpet replacement and environmental improvements.
Summary
Residents live in a safe, comfortable and homely environment that supports their wellbeing, independence and personal outcomes. Residents are encouraged to personalise their rooms and make choices about their living environment. Feedback from residents, relatives and visitors demonstrates that the home is clean, welcoming and well maintained. The service continues to invest in equipment, maintenance and environmental improvements to support residents' comfort, safety and wellbeing.

Report Completed by:	Debbie Tonks (RI application in progress)
Date completed:	06/06/26
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Date Shared:	06/06/26

This review has been informed by feedback from residents, relatives, staff, quality monitoring questionnaires, resident meetings, audits, care reviews and Responsible Individual visits.