



Inspection Report on

Plas Mona Residential Care Home

**Ffordd Penmynydd
Llanfairpwllgwyngyll
LL61 5EX**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

31/01/2020

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Description of the service

Plas Mona Care Home is a service provided by Isle of Anglesey County Council. The responsible individual (RI), is Rachel Williams. The service has a manager who is registered with Social Care Wales (SCW). The service is registered with Care Inspectorate Wales (CIW), to provide personal care for up to 29 adults.

Summary of our findings

1. Overall assessment

Plas Mona provides a warm, caring atmosphere for the people living there. Residents, family, staff and a visiting professional gave good feed-back regarding the service. The active offer of Welsh was fully offered and people's first language choices, ethnicity and culture were supported. People were still a part of the local community and had a variety of activities to choose from during the day.

2. Improvements

This was the first post-registration inspection of the service under the Regulation and Inspection of Social Care Act, (Wales) 2016 (RISCA). Any improvements will be considered as part of the next inspection.

3. Requirements and recommendations

Section five of this report details our recommendations to improve the service. These include:

- Health and safety regarding long lead call bells.
- Names and opening dates on creams and ointments.
- Maintenance of one shower room.

1. Well-being

People's rights are protected. People's individual needs were central to their plan of care. People and their families had access to the Statement of Purpose document which explained the services offered, the staff structure, and how to express concerns should they need to. People who could not advocate for themselves or had a representative could access an independent advocate via social services. People and their families' views regarding the service was sought by the RI and reported upon in their visit reports and audits of the home. This information was freely available to staff and residents and included any resulting improvements. People's voices are heard and listened to.

People are enabled to maintain their well-being. A stable staff team knew people well and were able to support them to do things which made them happy. A full, active offer of the Welsh language was provided by the many Welsh speakers in the staff team. People were offered appropriate activities and opportunities to be sociable resulting in a warm community feeling in the home. People's health care needs were met in a timely way. The environment was supportive of people's well-being. We observed people were treated with dignity and respect. People are supported to be active and healthy.

People feel safe. The service was able to safeguard people through staff training and following the regional safeguarding process. The Council provided many training opportunities for the staff group. The service was monitored and audited by management to guard against abuse and neglect, this information was regularly fed back to staff in meetings. Staff felt supported and enabled to report adverse incidents to management and were confident they would be listened to. The home had a complaints policy and process. People are protected from abuse and neglect.

2. Care and Support

Care is planned according to individual need. We found personal plans were centred around people's individual care needs this included their likes, dislikes and preferred routines. Plans contained people's social and recreational needs as well as any communication challenges. People's first language choices were acknowledged in several places in their care files and personal plans. Plans were reviewed monthly and updated as required. We saw people's needs and routines were actively supported in the home and were reflective of their personal plans. Residents told us they were happy in the home and received thoughtful care from kind staff. A person's relative told us, in Welsh, they had no complaints, the staff were very good and it was excellent there. "*Da iawn, dim cwyn, mae nhw yn ardderchog yma.*" We saw people were offered varied activities in the home and it was decorated for Santes Dwynwen/ Valentines celebrations when we visited. People's individual circumstances are considered.

The service is mindful of people's physical, emotional and mental health. We saw people had regular visits from health care professionals such as the doctor and district nurse team. The manager told us they had good support from the community health teams. We saw visits and any instructions were documented in people's plans and acted upon appropriately. A district nurse told us the home worked well with them and gave them regular updates regarding people's health. The district nurse also told us, "*I'd say it's one of our best homes. Communication regarding people's needs is excellent and timely.*" We heard staff give each other a comprehensive hand-over of people's needs demonstrating they knew people well and were monitoring their health. Medicine management and storage were satisfactory, we recommended to the provider that names and opening dates be put on creams and ointments to ensure they were used within expiry dates. People get the right care and support in a timely way.

People are protected from abuse and neglect. Staff demonstrated an awareness of the local safeguarding procedures and had received training in protecting people's liberty. People who were unable to make their own decisions regarding care and where to live were subject to Deprivation of Liberty Safeguards (DoLS). We saw DoLS applications and paperwork were detailed and within date. People who could not speak for themselves or had an identified representative could access an independent representative via social services. The Council published a regular report of the home detailing audit results and quality markers for the care and environment, the results for the home were very good. The service had a whistle-blowing policy in place and staff told us they would feel able to approach management to report poor practice and were confident the issue would be addressed. The RI's quality monitoring report took note of people's views regarding the service. People are as safe as possible in the home.

3. Environment

People live in a suitable environment. We saw the home was comfortable and clean with lounges for people to be sociable in and also quieter areas. People were encouraged to eat in the dining room which many did displaying a good community spirit in the home. People were able to personalise their rooms with items of importance to them and homely touches. Corridors were clean and free of trip hazards. There were outside spaces for people to use, the home had chickens there and the residents enjoyed taking care of them. The kitchen had an environmental health rating of five which is the highest possible. We noted some people had call bells with long leads and advised these should be risk assessed to mitigate any choking risks. We saw a new shower room had been provided in one area of the home which was a good addition to meet people's needs. A shower room in another area of the home was in need of updating as some tiles were broken, paint was peeling and the flooring needed replacing. Sensitive information such as people's personal files and staff files were kept in lockable cupboards in a designated office. Medications were safely kept in locked cupboards, trolleys and fridges as appropriate. Medication monitoring and administration systems were satisfactory. Maintenance, fire and health and safety checks were up to date. The home was secure as possible. The front doors were locked and people were asked to sign in and out of the building. We were asked to show our identity card to verify who we were. People live in a home which supports their well-being.

4. Leadership and Management

People are cared for by staff who are well trained and supported. We saw an on-going training programme was provided by the Council and was well attended by staff.

Supervision of staff was up to date, this enable them to have support and guidance in their daily role. Staff told us they had good training which they enjoyed and praised a dementia care course they had recently attended. Staff told us they enjoyed their work and felt well supported and trained. A staff member told us, in Welsh, it was a good place to work with plenty of training and support given to staff. "*Lle da I weithio. Digon o gefnogaeth a hyfforddiant I gael yma.*" Staff said they were aware of the whistle-blowing policy and would feel able to report any poor practice to the manager and were confident it would be addressed. We noted staff worked well together as a team and were able to support people appropriately. People are supported by staff who have the knowledge and skills to enable individuals to achieve their personal outcomes.

The service is measured as to its quality. We found the service was audited monthly regarding falls, infection control and staffing and many other aspects of care the results of which were published by the Council. Results were shared with staff in staff meetings to ensure continued good practice. We saw RI visits were recorded and results shared with staff and people using the service, this was also discussed with staff in meetings. Audit results on various aspects of care were analysed monthly to safeguard people against poor practice and neglect. People are offered a continually improving service.

Recruitment and employment practices are satisfactory. We viewed staff files and saw they were compliant to legislation. Safety checks were in place and up to date to ensure staff were suitable to work with vulnerable adults. The Council had been successful in recruiting Welsh speaking staff to provide an active offer of the Welsh language. An in-house induction was given to new staff to ensure they were familiar with the building, health and safety policies and training and had opportunity to get to know the residents and their needs. We were told by the manager that the induction used was in-line with Social Care Wales guidelines for good practice. A supported probationary period was also given to new staff to ensure their suitability for the role. People are safeguarded by good recruitment practices for staff.

5. Improvements required and recommended following this inspection

5.1 Areas of non-compliance from previous inspections

This was the first post RISCA inspection for the service.

5.2 Recommendations for improvement

We recommend the following to encourage good outcomes for people:

- We recommend the provider ensures risk assessments are in place for people using long lead call bells to mitigate the choking hazard posed by them.
- We recommend the provider ensures names and opening dates are in place for creams and ointments to ensure they are used within date and used by the correct person.
- We recommend the provider considers improving the shower facility in one corridor.

6. How we undertook this inspection

This was a full, unannounced inspection conducted as part of Care Inspectorate Wales's annual programme. We visited the service on 24 January 2020 between the hours of 12pm and 5:15pm and 31 January 2020 between 2pm and 3pm.

A dementia care review was conducted during inspection.

The following methods were used:

- We spoke with the manager, deputy manager, two care staff, kitchen staff, and three people living in the home, a person's relative and a visiting professional.
- We used the Short Observational Framework for Inspection (Version 2). The SOFI tool enables inspectors to observe and record care to help us understand the experience of people who cannot communicate with us.
- We toured the building and facilities including a selection of people's rooms.
- We conducted a medications audit.
- We looked at a broad range of records as kept by the registered service. We focused upon, the Statement of Purpose, Service User's Guide, four people's personal plans, three staff files, menus, activities file, maintenance, fire and health and safety documents, staff training and supervision records, RI quality reports and audits.

Further information about what we do can be found on our website:

www.careinspectorate.wales

About the service

Type of care provided	Care Home Service
Service Provider	Isle of Anglesey County Council Adults and Children's Services
Responsible Individual	Rachel Williams
Registered maximum number of places	29
Date of previous Care Inspectorate Wales inspection	This was the first post RISCA inspection for the service.
Dates of this Inspection visit(s)	24 January 2020; 31 January 2020.
Operating Language of the service	Welsh
Does this service provide the Welsh Language active offer?	The service is able to provide a full active offer of the Welsh language and supports people's ethnicity and culture.
Additional Information:	

Date Published 05/08/2020