



Inspection Report on

Plas Garnedd Residential Home

**PLAS GARNEDD RESIDENTIAL 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

27 January 2020

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About the service

Type of care provided	Care Home Service
Service Provider	PLAS GARNEDD CARE LIMITED
Responsible Individual	Elen Hughes
Registered maximum number of places	28
Date of previous Care Inspectorate Wales inspection	21 Feb 2018
Dates of this Inspection visit(s)	27/01/2020
Operating Language of the service	Welsh
Does this service provide the Welsh Language active offer?	Yes

Summary

People benefit from a range of activities, good quality food provision and accessible health advice from visiting professionals. The home is clean, warm and equipped to support people to get around. Personal plans of care are designed to capture lots of useful information but are not yet used to their full potential. People praise the staff and the manager, who interact with people with kindness, patience and appropriate humour. People enjoy living in this home; they praise the environment and all the staff who support them.

1. Well-being

People have control and choice over day-to-day life. People feel able to say what they want to care staff and that they are listened to. They are full of praise for all the staff who work in the home. The manager is always available to listen to people. Information about the day's activities helps people to plan their day. People expressed their happiness at living in the home.

People's physical and mental health is taken care of. Advice and support is provided by a variety of health professionals who visit the home and the manager is proactive in ensuring people get the right help when they need it. A range of mobility aids and equipment support people to get around the home as independently as possible.

Care staff help ensure people are safe and protected from abuse. They are trained to identify and report any practices they feel compromise a person's well-being. Care staff and the manager spend quiet time with people allowing them to raise any concerns or issues they may have.

The home is suitable for the people living there. It is clean, warm and equipped to support people to go about their day as safely as possible. People told us they enjoy living here.

2. Care and Support

The manager of the service considers a range of information before deciding whether the service is suitable for the person and their needs can be met. The person, their family and professionals contribute to an assessment of what the person's needs and wishes are. We saw the manager completes assessments of need prior to admitting someone in to the home, they document the person's full medical history and carry out risk assessments.

Care staff have an up to date, accurate plan of care for each individual living in the service. We saw written instructions directing care staff how to assist with moving and mobilising more physically dependent people. We observed staff do this with patience and care, offering reassurance, explaining what they were doing and speaking in calm tones. A risk management plan is drawn up so that a person can continue being responsible for their own medication, so maintaining a level of independence. Care staff review and update personal plans frequently to make sure they are always accurate.

Care staff provide the quality of care and support individuals need, following consultation with them. Care staff cater for individuals' personal wishes and preferences. Documents entitled 'This is Me' contain comprehensive information about what is important to the individual, their preferences around daily routines and structure, their strengths and areas needing support. We saw some plans did not include the person's aspirations or desired outcomes, and this could result in missed opportunities to promote their well-being further. In one plan, the section on skin care contained no information, despite recent changes to the person's mobility, putting their skin condition at risk. We expect the manager to address these omissions so that people's well-being and desired outcomes are fully considered.

Care staff arrange a variety of activities in which people can choose whether to participate. Care staff support people to do what makes them happy, maintaining independence through documented risk management strategies. One staff member praised the activities and the choices people have at mealtimes, and people living in the service said they are happy here. People praise the care and support they receive from care staff; they feel able to say if there's anything they're not happy with. They praise the food; the variety, good portions, and alternatives provided if required. The laundry and ironing was highly praised by one person who wanted us to highlight this.

The manager supports people to access healthcare and other services to maintain their health and well-being. Records demonstrated the manager seeks nutritional advice from professionals and the advice received is included in the plan of care. Care staff confirmed the manager promptly refers to professionals when people's needs change; this helps to initiate a plan if the service can no longer meet people's needs. We saw people have equipment and aids specific for their needs, such as special mattresses and sensor mats.

There are mechanisms in place to safeguard people living in Plas Garnedd. Records evidence restrictions on a person's liberty are only put in place following a meeting with everyone concerned, to establish this is in their best interest.

3. Environment

The provider ensures an environment that supports people's individual care needs. We saw a range of equipment to help people get around the home and enable them to spend the day where and how they wanted. There is a choice of baths and showers. A poster for activities for the week is on display so people can look forward to and plan their day. People are happy with their rooms. Staff described the home as warm, friendly, clean and fresh. We saw that pedal bins were not available in all bathrooms for people to dispose of their rubbish. We saw some records were visible to others and should be stored in a more confidential manner. There is a risk others may see personal information and we recommend this be addressed.

Risks to health and safety are quickly identified and mitigated. Care staff told us maintenance work takes place promptly to keep the building safe and the facilities effective; records confirm this. The home is clean and well maintained. We saw other records of routine testing and servicing, for example, water temperatures, fire alarms, emergency lighting, gas and electrical installation and the lift. We saw some cleaning products had been left unattended, causing potential risk to some people who may not recognise or understand the contents. On the day of our visit, security of the building was compromised as the front door was unlocked for people to come and go as they please. The risk of uninvited intruders could have an impact on people and we recommend this be addressed.

4. Leadership and Management

People are supported by care staff who are kind, respectful and employed in sufficient numbers to meet their needs. Recruitment procedures make sure only people suitable for the job are employed. Care staff told us they have quiet time with people who live in the home, having one-to-one activities and chats. We saw care staff are trained to do their work. Staff praised the support they get from the manager and said they felt well prepared for their role. Staff have one-to-one meetings with the manager and an induction process when they start their employment. Staff meetings help to keep everyone informed of what is going on in the home and allows them the opportunity to raise any concerns or ideas. Staff feel they work well together as a team and people living in the home praised them. “*Staff gwych*” (fantastic staff), “*parchus*” (respectful), “*dim byd o’i le*” (nothing wrong).

The manager ensures a culture of openness. Staff feel very comfortable raising issues with the manager and describe her as “*approachable, always available, helpful and open to suggestions*”. Staff describe the owner of the home similarly as a “*very warm and open lady*”, “*someone I could go to if I needed to*”.

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