



Inspection Report on

Plasgwyn Nursing Home

**Plasgwyn Nursing Home
Pentrefelin
Criccieth
LL52 0PT**

Date Inspection Completed

27 January 2025

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About Plasgwyn Nursing Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Cariad Care Homes Ltd
Registered places	38
Language of the service	Both
Previous Care Inspectorate Wales inspection	
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

People enjoy living in Plasgwyn. They praise the staff for their care, their genuine concern for people's wellbeing and their respectful, kind approach. People enjoy the freedom to carry out their daily routines as they wish and need, however they would like more choice regarding meals and this is an area for improvement. Care needs are fully assessed, and personal plans are devised with contributions from people and their relatives to ensure they capture the person's strengths and their need for support. Staff are safely recruited with effective vetting procedures, and they are trained to carry out their role. Many have worked at the home for a long time; they enjoy what they do and this is evident in their interactions with people living here. The provider has invested in the building to make it reliably warm and comfortable. The interior has been decorated in a way that makes the home a pleasant and safe place to be. The service is well led with an enthusiastic manager who has the support of the service's RI (responsible individual for the service). Checks and measures in place ensure the home is run smoothly in a way that supports people to meet their desired outcomes.

Well-being

People have choice and control over most aspects of their life in the home. People praise the staff and confirm they are treated with dignity and respect. They enjoy the freedom to follow their own chosen routines, and some people enjoy attending the arranged activities. People carry on their hobbies and follow their various interests. They would like more choice at mealtimes and to know what is being offered in any given day. The menu needs to be accurate and shared with everyone; people who dislike the meal should be offered an alternative of similar nutritional value. People's choices and preferences regarding food and daily options are not sought. This is an area for improvement, and we expect the provider to take action.

Health and wellbeing are closely monitored, and people see health professionals when they need them. Equipment is provided to help ensure people's ongoing comfort and help them with their mobility. Depending on the weather, people can access the garden which is safe and secure; they also go out with their family. People told us they are happy here. Activities have previously included visiting local beauty spots and cafes prompting people to follow their artistic hobbies. The manager confirmed they would do more of this depending on the weather.

People are protected from abuse and harm through policies and procedures staff must follow. Care staff are trained in safeguarding and know what to look for and when to report any concerns. People told us they would speak to the manager or staff if they were not happy with any aspect of their care.

People told us they are happy with their rooms and those who are independently mobile use the communal rooms freely. Others are assisted to them when they wish. Corridors are mostly spacious enough to accommodate wheelchairs and other mobility equipment so people can get around. The home ensures facilities that are adapted for people of all levels of independence so their outcomes can be met. There are ample communal spaces for people to socialise, dine, do activities and meet for quiet chats with family and friends.

Care and Support

Each person is assessed prior to coming into the home, and a range of information about the person's needs and preferences is collated from the person, health professionals, social services and family. The service has Welsh speaking staff so people with Welsh as their first language can feel understood and information can be provided to them in Welsh. Monthly reviews of care plans and risk assessments keep them accurate and up to date.

People are supported in a way that meets most of their preferences and requirements. Needs are identified on the personal plan, outcomes defined, and action plans devised to ensure these needs are met. Each element of care includes a risk assessment so support can be delivered safely. People told us the best thing about the home is the care provided and the staff who provide it. They feel well cared for by staff who are '*respectful, friendly*' and who respect their privacy and dignity. We observed staff interact with people warmly and with compassion and care. Some people enjoy the food, but others told us it could be improved. One person said food could be '*more imaginative*'. People do not know what they are having for their meal until it is served. We saw the menu displayed in the dining room did not match the food that was served and people told us their preferences are not sought. At lunch time, we saw one person had mashed potatoes and gravy with no protein option, because they didn't like liver on offer. People's choices and preferences should be sought in advance so comparable alternatives can be offered. We read two care plans which directed the chef should discuss preferences with the individual, but this has not been done. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

People living in the home are supported well to access healthcare and other services to maintain their ongoing health, development and wellbeing. We saw lots of examples of people attending appointments and health professionals coming into the home at the services request. People receive dentistry, chiropody, physiotherapy, audiology and other services to keep them well.

People are safeguarded from possible neglect or harm as staff have received training on safeguarding and there are policies and procedures in place to follow should a concern be raised. People told us they would have no problem speaking with staff if there was an issue.

Environment

The home is bright and spacious and suited to the needs of people living here. Every person has a profiling bed that adjusts for comfort; there are accessible baths and showers and ceiling tracks to accommodate hoists for people with mobility needs. A lift takes people to the first floor; chairs in the lounge recline for extra comfort and a Smart Television allows people to watch their favourite shows on demand. The provider has invested in the building, employing an interior designer to modernise the various communal areas in the home. Rooms are welcoming; there are comfortable lounges to sit in and a pleasant dining room which also services as an activity hub. Bedrooms are personalised with people's belongings, their pictures and things important to them. People told us they are comfortable here and some said they feel lucky to have their room as it is.

The service provider has checks and measures in place to ensure the home is safe and any risks to health and safety are mitigated. Independent safety checks have been carried out on gas safety, electrical installations, the lift and lifting equipment, water hygiene and fire safety, and the service has inhouse routine checks they complete to ensure all safety systems remain effective. Water temperatures are tested, electrical appliances are tested, and there are routine fire safety checks on emergency lighting, fire alarms, fire doors and equipment. The manager completes a check of the building and staff alert the maintenance person to any repairs that need attention. New commercial boilers were fitted in 2024 which adjusts the heating automatically according to outside temperatures. A larger generator has also been fitted to ensure everything will continue to work in the event of a power cut.

Leadership and Management

The service provider has excellent systems in place to ensure the smooth operation of the service. There is a manager who is supported by an administrator, a deputy manager and an established nurse and care staff team, many of whom have worked at the home for a long time, cooks and kitchen staff and an onsite maintenance person. The RI (responsible individual) provides support to the manager and meets regularly for updates on how the service is running. The manager arranges regular meetings with staff to share information and seek views about what is working well and what needs to change. Staff hold the manager in high regard and feel she is proactive in improving the service wherever it can be improved.

The service has arrangements in place to monitor the quality of the service. The RI (responsible individual) visits the home at least every three months to check it is operating well, that all areas of the service are compliant with regulations and that people and staff are happy here. They keep a record of their visit and their findings. We saw a schedule of audits carried out routinely to check practices and procedures are being carried out effectively and accurately. The service distributes questionnaires to relatives and visiting professionals to gain their views and they ask residents who can respond; the RI analyses the findings of these and of the audits and other checks completed and produces a biannual report that identifies what is going well and what could be improved.

The service provider has full oversight of financial arrangements and investment in the service so that it is financially sustainable and supports people to be safe and achieve their personal outcomes. They know what is needed in the home and priorities budgets accordingly. We saw there has been considerable investment in the home to bring it to a modern aesthetically pleasing standard and equip it properly to meet people's needs.

People are supported by staff who have been thoroughly vetted to ensure safe recruitment and have received training necessary to carry out their roles. People told us their care needs are always met promptly and care staff confirmed sufficient staffing to support people with their care needs. Staff are inducted upon employment and records how they are provided with all the training necessary to carry out their roles. We spoke to staff who all confirm they feel valued and well supported. They receive regular one to one supervision during which they can speak openly about their working practices and receive feedback about their own performance. They feel they are listened to and have great respect for the manager.

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
21	People do not know in advance what is to be offered each mealtime. They are not given a choice of two	New

	<p>options. The menu in the dining room is inaccurate. Some people do not enjoy the meals and buy their own food and snacks to substitute. The service should seek the views of people living in the home regarding their preferences, what they want to see more of and less of. The service should provide two real options for each meal and allow people to choose from these in advance.</p>	
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