



Inspection Report on

Preswylfa Nursing Home

**Preswylfa Nursing Home
20 Russell Road
Rhyl
LL18 3DD**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

22/11/2024

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About Preswylfa Nursing Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Akari Care Cymru Limited
Registered places	68
Language of the service	Both
Previous Care Inspectorate Wales inspection	17 May 2023
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

There is clear governance in place and care staff feel supported by the managers, and the responsible individual (RI). Quality assurance processes conducted by the RI and management team demonstrate importance is placed on monitoring and improving the service for people. Care staff are trained and there is sufficient numbers to undertake their role. There are robust audit and maintenance systems in place to ensure risks to people's health and safety are identified and addressed in a timely manner.

People's care and support plans are detailed and provide a good sense of the individual and their needs. Care staff have a good understanding of people's needs and how to support them. People's individual health and wellbeing are important to those providing the care and support. Communication with external health and social care professionals continues to play an important role to ensure people remain safe and their personal outcomes are achieved.

People are happy with the care and support they receive, and they have meaningful relationships with care staff who promote their independence and wellbeing. There are opportunities for people to do things that matter to them within the home and the community. Autonomy and choice is encouraged and supported whilst risks are assessed and managed.

Well-being

People are protected from abuse and neglect. Care staff receive training in safeguarding and there are safeguarding policies and procedures in place. People say they feel safe in the home and feel they can speak to care staff if they have any concerns they wish to raise. Advocacy service details are on display throughout the home. People are supported to maintain and improve their health and wellbeing through access to specialist care and advice when they need it. Referrals are made to professionals in a timely way. There is evidence of healthcare professionals visiting residents and actions resulting from these visits are reflected in personal plans and risk assessments.

People are treated with dignity and respect and have good relationships with care staff. Health care needs are documented and described in a personal plan. Care staff receive training to ensure their competence in the delivery of care and support. People told us, and we observed them being supported in a dignified and respectful manner. Care staff approach was gentle, and people were not seen to be rushed. Care staff used non-verbal communication such as gentle touching of the arm and kneeling beside people. People are very well presented, and attention had been paid to personal appearance. One person could not praise the staff and management enough for all their support.

People have a sense of belonging in the home. Activities are facilitated by designated activities co-ordinators on a daily basis and external entertainers also visit the home regularly. There are noticeboards on display telling people what activities are happening and when for the coming week. People say they enjoy the activities provided, and the wishes of those not wishing to take part are respected. A hairdresser visits the home. The service provides the Welsh language 'Active Offer', there are bilingual signs in the service and information is available in Welsh.

People have a choice about most aspects of their care in the service. They feel they are listened to, and their views are considered through internal questionnaires; they contribute to decisions that affect their life. People and their relatives are involved with the improvement and development of the service. Everyone has an input into the menu choices, such as what they eat and what activities they wish to do. Care staff are reactive to the needs of people depending on their presentation on the day. A 'You said' 'We did' system is in place where people and staff can voice their opinion and actions where possible are taken by the management and the outcomes are on display in the main corridors.

Care and Support

People receive care and support from care staff who have a good understanding of their individual needs and how best to support them. Care records are clear and provide a good picture of the individual. Personal plans and risk assessments are reviewed regularly. Care staff are mindful of changes in people's needs and there are clear plans for them to follow to support the individual during these times. Health and social care professionals are actively involved with people where necessary, and this is well documented in their care records. One person's condition has improved immensely, and their goal is returning to their own home. They told us this would not have been possible without the support and the dedication from the care staff and management. Safe medication systems ensure people consistently receive their prescribed medicines.

Whilst some people living in the service are unable to fully express their opinions to us. People were seen smiling, laughing, engaging with care staff and us in their preferred method of communication. Some people told us how much they like living in the service, the support from staff, their daily lives, and activities they enjoy. Care staff speak warmly about caring for people and working in the service. Two activities co-ordinators are employed, and activities are person centred and reviewed with each person. People are looking forward to the upcoming festive activities. The 'Preswylfa Choir' is busy practising for their Christmas event. A new nail bar has recently opened, and management are busy preparing for the homes 30th birthday celebration.

People experience a positive mealtime. They have recently been consulted regarding the menu choices and a new pictorial menu is currently being developed. People said they enjoy the food and have a choice of what to eat and can have more if they wish. Food looked well-presented and appetising. People are offered refreshments and other snacks throughout the day. Dietary choices and specialist dietary requirements are passed to the kitchen and menus are amended to consider people's preferences.

There are very good hygiene practices throughout the home and care staff refer to infection management policies when necessary. Care staff attend infection prevention training and regular infection control audits are carried out. The service stores cleaning products securely in locked cupboards and there are guidance notes for handling the products.

People say the care staff are warm, caring and kind, and our observations on days of inspection confirmed this. We saw person-centred communication provided in both Welsh and English. There is a useful Welsh Words/Phrases board on each floor. Signs, important memos, complaints and safeguarding posters around the home are bi-lingual. Documents can be translated to Welsh if needed. The service provider is always reviewing how they can deliver and improve on the active Welsh offer.

Environment

The home is warm, and clean. People say they feel comfortable and are happy living here. Each person's private room is secure, spacious, and personalised to reflect their taste and interests, with ornaments, soft furnishings, photos, and items of furniture. There are different communal areas to ensure people have an environment where they can relax according to their individual needs. Some people use the conservatory and enjoy looking at the wildlife. The exterior of the home, including the gardens and parking areas, are in a good state of repair with outside seating available for people to use. Plans are in place to replace a number of lounge chairs, tables and sofas.

The service provider ensures the building is safe, maintained and supports the people living here. Corridors are spacious, and free from clutter enabling people to move around freely and safely. Lighting in the corridors was good, providing a clear pathway for people to walk or manoeuvre safely if they used a wheelchair. Regular environment audits are undertaken to ensure the building, and any equipment used is safe and appropriate for use. We saw appropriate oversight regarding gas and electricity safety checks and portable application testing has taken place. Fire safety is taken extremely seriously. Fire safety equipment is regularly monitored and serviced. People have personal emergency evacuation plans to guide care staff on how to support people to leave safely in the case of an emergency.

Routine maintenance is taking place with the necessary equipment checks conducted. A level 4 food hygiene rating was recently awarded to the kitchen at the last environmental health inspection. Improvements have been made in refurbishing the laundry room and there is ongoing work with contractors to ensure the laundry floor is fit for purpose. We saw the outside security lighting was being upgraded and new flooring has been laid in lower ground floor. Plans are in place to upgrade the fire alarm system. Care staff receive training in fire safety, infection prevention and control, health and safety and food hygiene. There are policies and procedures for care staff to follow to keep themselves and others safe.

Leadership and Management

People living and working in the service are supported by a knowledgeable, committed, and effective leadership and management team. The RI has a good oversight of the service, their quarterly reports are extremely detailed and focus on the safety and wellbeing of people. Their reports demonstrate the RI seeks the views of people and care staff and action is taken as a result. The RI is in regular contact with the service and regularly audits and monitors all aspects of people's care to ensure it of a good standard. This includes medication, infection control measures and record keeping, and any issues are resolved in a timely manner. Any actions are then implemented in the homes own 'Home Development Plan' for the relevant people/department to action. The six-monthly Quality of Care Review uses information from audits and surveys to assess and improve the quality of care.

The service provider ensures there are enough knowledgeable and skilled care staff to provide the right support for people. Records show the manager has suitable numbers of care staff on each shift to support people's needs and pre-employment checks take place before new employees start work - these include reference checks, photo identification and Disclosure and Barring Service checks. The staff induction programme links to individual learning outcomes and the 'All Wales Induction Framework for Health and Social Care.' All care staff are registered with Social Care Wales (the social care staff regulator for Wales).

Care staff records show they receive a comprehensive induction, regular supervision and an annual appraisal. Care staff attend a range of mandatory and specific training and the service's training matrix corroborates this. Three-monthly employee supervision records show all care staff can discuss any issues they wish to raise, in a formal setting and have the conversations recorded.

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	
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