



Inspection Report on

Plas Gwyn Care Home

**Plas Gwyn
Llanrhystud
SY23 5BY**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

07/10/2024

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About Plas Gwyn Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Tilmala Healthcare Ltd
Registered places	16
Language of the service	English
Previous Care Inspectorate Wales inspection	26 October 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

People are positive about the excellent service they receive. Individuals are supported by a highly skilled staff team, with whom they have developed important and trusting relationships with. A care worker told us *"It's more than just a job, it's something I love"*. The manager has created a person-centred culture at the service, their leadership is greatly valued by people, their representatives and staff.

The environment meets people's needs and encourages them to be as independent as possible. People use the well-maintained communal areas and their own rooms to relax in or to interact with one and other. The grounds are accessible for people to socialise with each other, their visitors and staff.

The RI is fully involved in the service and is well known by people who live at the home, their representatives and staff. They have good oversight and use information from their visits to regularly review and improve quality standards.

Well-being

People receive an excellent service; they are supported by a passionate team of care workers whom they have built up trusting relationships with. A representative told us, *“I really can’t praise them enough. They care so much and that comes across clearly”*. People are supported to do the things that matter to them, such as improving their health, remaining as independent as possible and maintaining important relationships. The service uses external entertainers, who offer innovative and stimulating activities that people enjoy. People take part in day to day past times such as cooking, arts and crafts, reading and chatting with the staff, who ensure interactions are positive and meaningful.

The service respects people’s cultural preferences and provides an 'Active Offer' of the Welsh language. This means It anticipates, identifies and meets the Welsh language and cultural needs of people who live at the service. Many of the staff speak Welsh and every effort is made to ensure people can receive support in their chosen language.

People are protected because recruitment processes and training ensure they get the right care and support. New staff receive an induction and get to know people while shadowing an experienced colleague. Ongoing development ensures care workers have the skills needed to successfully support people. When discussing person specific training a care worker said, *“The training was really good and helped me understand things”*. People and their representatives know how to raise any concerns and have confidence in the manager.

The building is homely and carefully designed to enable people to be as independent as possible. People personalise their own rooms as they choose. People are relaxed and comfortable in the bright and welcoming communal areas. The building supports people to do things they enjoy, for example chatting with each other, reading and taking part in activities. People use the accessible grounds to do things that keep them healthy such as walking or relaxing in the gardens.

People have a voice and input into the running of the service. The RI is involved in the day-to-day operation of the home and includes people in quality assurance. Governance processes focus on developing the service by using information from the RI’s visit reports and audits. The Quality of Care Review identifies areas to improve following consultation with people who live and work at the home.

Care and Support

People receive an excellent standard of care and support that enables them to achieve their health and well-being outcomes. We were told about, significant health improvements people have made, high quality care that prevents health issues occurring and people regaining independence. People are supported by a familiar team of care workers; this consistency helps people to develop positive relationships with staff. Care workers communicate effectively with people, we observed staff using a variety of techniques including skilfully switching between English and Welsh. A care worker told us, *“The residents are wonderful, like a second family and it puts a big smile on my face. It’s great because we laugh together so much”*. People’s representatives value the service and the positive difference the care and support has made. A family member told us, *“Moving to Plas Gwyn couldn’t have worked out better for him”*.

People, their representatives, care workers and professionals are involved in developing and maintaining personal plans, that guide staff on how best to meet people’s needs. The manager and deputy review plans every month and intend to improve the way they record how people are included and what they have achieved. Health and social care professionals are involved in people’s care and this guidance is recorded in their personal plans. A visiting health care professional spoke positively about the service and the collaborative approach of the whole team.

Medication storage, administration and recording systems are safe and in line with national guidance. Senior care workers ensure medication is managed appropriately and take time to give people the right dose of medication at the right time. The deputy manager audits medication routinely each month, carries out spot checks at any time and works with the local pharmacy to ensure high standards are maintained.

The service has a creative planned activities programme with a combination of internal and external entertainment. One of these innovative sessions involves music and we were told about the beneficial impact this has had on people’s well-being. Individuals are positive about the regular past times such as arts and crafts, reading, watching TV, listening to music playing games and accessible sports. People are supported to attend a variety of health and social appointments which maintain connections with their community.

The manager ensures there are sufficient staffing levels in place to meet the variety of needs of the people who live at the service. We observed many understanding and caring interactions throughout the inspection. A representative told us, *“They are looking after him tremendously well and he really likes it there”*.

Environment

The provider continues to invest in the building, they have updated the décor since the last inspection and are due to replace the flooring in the main stairway. The environment is maintained to a very high standard by the maintenance and housekeeping team. People are relaxed and comfortable in their surroundings, the variety of spaces are used by people to interact with each other, the staff team or to socialise with their visitors. People use the lift independently to move between floors. The provider has made adaptations to internal aspects of the home to enable people to move around freely. People decorate their rooms with their own pictures, items of furniture and technology. There is WIFI throughout the home to enable people to use computers and smart TVs whenever they choose. The grounds are accessible and well used for socialising, exercise or relaxing in the garden seating area.

The homely environment is bright and meets people's needs. The walls are decorated with photographs of people taking part in activities and pictures of the local area. Equipment to support people's safety or independence is available and the provider has purchased a new vehicle to give people more opportunities to access their local community. The service's maintenance team ensure any issues with the building are resolved as quickly as possible.

Regular Health and Safety audits of the property are consistently completed. Issues identified by the Fire Officer during their last inspection have been addressed by the provider. Testing of fire safety equipment is up-to-date and Personal Evacuation Plans are individualised and available in emergencies.

The kitchen has a food hygiene rating of five. Meals are freshly prepared every day by enthusiastic catering staff who understand each individual's needs, likes and dislikes. People enjoy using the kitchen to make their own drinks and snacks, as well as socialising with each other and the staff team.

Leadership and Management

The provider has good arrangements in place for monitoring, reviewing and improving the quality of the service. The RI visits the service regularly, people know him well and we observed many friendly interactions between people and the RI throughout the inspection. A care worker told us, *“He’s (RI) always at the home, he always talks to us and is very approachable”*. The RI completes visit reports every quarter, he samples documentation, involves people and/or their representatives and staff. The six-monthly Quality of Care Review is comprehensive and highlights positive aspects of the service and areas of quality they wish to improve.

The manager divides their time between administration duties and supporting people who live at the service. We observed many friendly and respectful interactions between them and people throughout the inspection. The manager has created an individualised culture at the service that focuses on supporting people to achieve their health and well-being outcomes. A representative told us, *“[Manager] really cares for people and his attitude filters down to the staff team, he really does care”*. Care workers value the managers leadership and describe them as person centred and very supportive, one told us *“No matter what, he’s there to help”*.

Care workers receive regular, useful supervision but value the managers availability and guidance, one said, *“[Manager] has an open door policy, I have no problems asking a question and I always get good support”*. There is effective communication between the team, that helps to ensure people receive a consistent and high-quality service. Care workers have a good understanding around safeguarding and are confident to report any concerns to the appropriate person or agency.

The necessary pre-employment checks take place before new staff start work. Care workers receive an effective induction and shadow experienced members of staff, which prepares them for their new role. Care workers receive a combination of online and face to face learning to meet people’s specific needs. The manager looks for courses that will positively impact people, a care worker told us, *“The training is really good and helped me understand things”*. Care workers register with the workforce regulator Social Care Wales and gain further skills through professional qualifications.

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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