



Inspection Report on

Ynysddu Nursing Home

**Ynysddu Nursing Home
Mount Pleasant
Ynysddu
Newport
NP11 7JQ**

Date Inspection Completed

21/03/2025

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About Ynysddu Nursing Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Dreams Care Homes (Ynysddu) Limited
Registered places	31
Language of the service	English
Previous Care Inspectorate Wales inspection	09 August 2023
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

People are very happy with the care they receive and speak positively about the home and care staff. There are dedicated activity staff who ensure that people spend their time doing things that matter to them. Care staff are experienced, knowledgeable and understand the needs of the people they care for. Care staff receive training and supervision and are very happy working at Ynysddu Nursing Home. Care staff feel supported and valued by the manager. Personal plans of care contain detailed information about people's needs and how they should be met and are reviewed regularly. There are policies and procedures in place for the running of the home and people are given information about the service including details of how to complain if they are not happy. Quality assurance monitoring takes place regularly but would be strengthened with clinical auditing. The Responsible Individual (RI) visits often and has good oversight of the service; the manager feels well supported by the RI. People live in a suitable environment that is safe and meets their needs, but some cosmetic redecoration and updating of some areas of the home is required.

Well-being

People are treated with dignity and respect. Care staff have built good relationships with people they care for and understand their likes, dislikes, and preferences. People are encouraged to make their own choices and spend their time how they choose. Quality assurance monitoring considers people's views of the service and there is a complaints policy if people are not satisfied with their care. The RI visits the service regularly and engages with care staff and residents to capture their experience at the service. The manager is very visible within the service and care staff and residents feel comfortable discussing any issues with them. There is a full and varied activity programme in place which ensures people's social and recreation needs are met. People have their own bedrooms which are warm, clean, and spacious and offer opportunity for personal space and privacy when required.

People receive the right support without delay. Personal plans of care contain thorough and robust information that clearly guides care staff on how to care for people correctly. Care staff levels are carefully considered to ensure no delay in meeting needs. Referrals are made to external professionals when required and any advice, or guidance is added to personal plans. Medication processes are safe and we were told there are no issues regarding people's medication at this time. Care staff like working at Ynysddu Nursing Home and told us that morale is good, and they feel supported. Care staff attend appropriate training and feel well equipped to do their job. Care staff feel supported and valued by the management team.

People are protected from abuse and harm. Ynysddu Nursing Home has a safeguarding policy and the manager understands how to make referrals to the Local Authority safeguarding team when necessary. All care staff attend training in safeguarding adults at risk of abuse and understand how to raise any concerns they may have. Care staff recruitment is safe and robust as pre-employment checks are completed correctly. There is a system in place to renew Disclosure and Barring Service (DBS) certificates when required. The environment is kept free of hazards and safety checks are completed correctly. There is a fire risk assessment in place and fire alarms are tested weekly.

Care and Support

People receive the right care at the right time. Care staffing levels at Ynysddu Nursing Home are very good and ensure people do not wait for the care they need. The care staff team is long standing and stable and has enabled positive relationships between care staff and residents to be built. Care staff have a good understanding of people's needs and are able to anticipate the needs of people who cannot verbally communicate their needs themselves. Personal plans of care contain detailed information about people's needs and how they should be met. There are risk assessments and further guidance available to guide care staff where required. All documents are reviewed regularly to ensure any changes are captured and documents remain current. We saw evidence people attend appointments with external professionals when required and medical attention is sought without delay when necessary. Medication processes with the home are safe and robust. Medication is stored safely and administered correctly. Medication Administration Record (MAR) charts are in place and contain all required information. MAR charts are signed correctly to indicate when medication has been administered.

People are supported to have choice and control. People are treated as individuals and spend their time as they choose. People have their own, personal daily routines and are encouraged to live their lives in their preferred way. Ynysddu Nursing Home employs dedicated activity staff who organise activities within the home and the community. There is a wide range of activities on offer every day of the week and marked occasions such as birthdays, Christmas and Easter are celebrated at the home. Visitors are welcomed to the service and people are supported to maintain relationships with friends and family. People are very happy living at the home and have positive relationships with the care staff who support them. We saw care staff providing care with patience and kindness and there was also lots of banter and laughing taking place. One person told us, *"I am very well looked after here, I like it very much, I have no issues at all."* People have access to a good choice of meals, snacks and drinks and can choose to eat meals communally or privately. Care staff have a good understanding of modified diets and always update kitchen staff to any changes to people's dietary needs.

Environment

People live in a suitable environment. Ynysddu Nursing Home is located in a small village that benefits from local amenities and good transport links. The home is very much a part of the local community and offers a sense of belonging to residents and families who visit. The home is set over three floors and benefits from ample communal space including lounges and a dining area that facilitates group activities and social events within the home. There is an outdoor patio area with furniture for people to enjoy spending time outdoors in warm weather. The service is warm, welcoming, and clean but would benefit from some cosmetic redecoration and upgrading in places. We did not detect any malodour during our visits to the service. The Food Standards Agency has awarded the service a rating of four (Good). There are sufficient bathrooms and toilets throughout the home, all clean and in working order but some require updating. People have their own bedrooms which offer personal space and privacy. People are encouraged to personalise their rooms to make them as homely and comfortable as possible.

People live in a safe environment. On arrival to the service, we found the main entrance secure. Our identification was checked, and we were asked to sign the visitors book before being permitted entry. This indicates that visitors to the service are monitored to ensure only authorised people have access. We conducted a tour of the building and found that it is generally safe with hazards reduced as far as possible. Window restrictors are in place and harmful chemicals are stored safely. Some carpets are worn and require replacing but we have been informed by the RI that there is a redecoration programme in place, and all required environmental work will be undertaken without delay. A brand-new passenger lift was being installed on the day of inspection which will enable people to access alternative floors safely. There is also a stair lift that can be used by some people when needed. Ynysddu Nursing Home has a fire risk assessment in place and all care staff receive fire safety training. All residents have a Personal Emergency Evacuation Plan (PEEP) in place to guide care staff on how to support them in the event of an emergency. We found that PEEPs lacked sufficient detail but were assured that they would be strengthened.

Leadership and Management

People benefit from the effective leadership and management. Ynysddu Nursing Home has an RI who has good oversight of the service and an experienced manager who is registered with Social Care Wales, the workforce regulator. There are policies and procedures in place for the running of the service and procedures to guide care staff of what is expected of them. The RI visits the service in line with regulatory requirements and produces reports to support visits. Quality assurance monitoring takes place regularly and includes seeking the views of people using the service. Quality assurance indicates the provider is committed to providing a good service and making improvements when necessary. There have been no complaints to the service since the last inspection. The manager feels very well supported by the RI but does not receive formal supervision. We were assured by the RI that this would be rectified as soon as possible. The manager understands legal responsibilities of caring for vulnerable people and makes referrals to the Local Authority safeguarding team when required. Applications are made to the Deprivation of Liberty Safeguards (DoLS) team appropriately. This ensures that placements at the home are lawful where people lack the mental capacity to make decisions regarding their care and accommodation needs.

People are supported by care staff who are trained and feel valued. Care staff are happy working at Ynysddu Nursing Home and speak fondly of the manager and the residents they support. One staff member told us *"This is a fantastic place to work, I love it here, the manager is amazing."* Another staff member said, *"It's like one big family here, we are a great team, people are well looked after and happy living here."* Care staff receive training appropriate to the roles they undertake but we did suggest some further training for care staff in regard to specific needs of people living at the service. Care staff receive supervision in line with regulatory requirements and feel able to discuss any issues they may have with the manager or deputy manager. We examined a selection of care staff files and found they contain the required information. Pre-employment checks including references and DBS certificates are applied for prior to employment commencing. These checks are important as they determine a person's suitability to work with vulnerability.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

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