



Inspection Report on

Plas-y-Mor Nursing Home

**30-31 East Parade
Rhyl
LL18 3AL**

Date Inspection Completed

18/12/2024

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About Plas-y-Mor Nursing Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Sapphire Streams Limited
Registered places	33
Language of the service	Both
Previous Care Inspectorate Wales inspection	12 October 2023
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People have control over their daily lives with support from management and staff to make informed choices. They are able to do the things that matter to them and are encouraged to be as independent as possible. They are supported to take positive risks to further enhance their quality of life.

People receive good quality care and support from a service which involves and listens to them. They are supported with their emotions, changing health needs and receive help to make changes in their life. They have positive relationships with their family, friends, and staff.

Staff receive an induction and training. They attend team meetings and have supervisions to discuss and raise any issues. People are provided with stability and continuity of care and support from a familiar and long-standing staff team.

The service provider has oversight of the service to ensure good quality care is provided. The responsible individual (RI) identifies and addresses issues to make improvements to the service. They visit the service every three months and complete a quality-of-care review which needs to be done every six months which we discussed with the RI. Since the last inspection there is a maintenance plan in place and improvements have been made to both inside and outside the service.

Well-being

People have choice and control over their day-to-day life. Staff support people to make informed decisions and respect that sometimes they may make unwise decisions, but it is their choice to do so. They are supported with managing and budgeting their finances as well as understanding the implications of spending too much. Best interest meetings and deprivation of liberty safeguards are in place as needed to protect people. The statement of purpose highlights a commitment to the active offer of Welsh and plans clearly identify people's language preferences. Information about support to access advocacy is also provided to people.

People receive support to maintain their physical, mental health and emotional well-being. Staff monitor people's needs and inform the management if there are any changes so that advice and support can be obtained at an early stage. Management have good working relationships with other professionals and report issues so that these can be resolved quickly. People are supported to attend any appointments and health checks. Their emotional and psychological well-being is supported, including how they manage stress day to day. There is a relaxed atmosphere with people socialising together in the lounge and dining room areas. People seek support and reassurance from management and staff throughout the day to alleviate their worries or concerns. The manager provided examples of how they have successfully supported people to continue to remain living in Plas-y-Mor Nursing Home.

People receive support to actively participate in various activities. Staff offer activities based on individual's needs. They are flexible and able to accommodate what people want to do at a time that suits them. We heard arrangements being made to take people out to different social events. Management told us people go to town a lot every day attending social clubs, meeting up with their family or friends. This maintains and promotes people's skills, independence and relationships with others. Christmas arrangements had been made with people having a party in another venue. The manager spoke about Christmas day with presents organised for everyone and how they make this a special time for people living there. People can try new experiences to further enhance their quality of life.

People are protected from harm and can voice their concerns. Staff receive safeguarding training and there are policies in place for them to follow to keep people safe. People come into the office throughout the day to speak with staff and management for advice, support and reassurance about a variety of issues which are important to them.

Care and Support

People have accurate and up-to-date personal plans. Electronic plans contain detailed information for staff which are easy to navigate. People are involved in their plans which are kept under review to ensure their individual care and support needs are being effectively met by staff.

People experience good quality care and support through a service which involves them and considers their personal wishes and any risks. 'This is me' information records important things about people including their likes and dislikes and what may worry or upset them. People's preferences are clearly recorded including language and gender of staff they want to assist them. There is detailed information about health diagnosis and what this means for each individual. This includes symptoms so that staff can monitor, record, report and know when to contact other professionals. Plans state where people would prefer to take their medication. They focus on people's strengths as well as what they need help with. Their individual outcomes are recorded as well as the support they will need to achieve these. Deprivation of liberty safeguards are in place where appropriate for staff to be aware of. Risk assessments are completed to help keep people safe from harm.

People choose their daily activities and have new experiences and opportunities. Activities include shopping and going for coffee, meals out, making crafts, playing cards and other board games, bingo and karaoke. On Sunday there is time for relaxation and watching movies. We heard people requesting if they can go shopping or for a meal out on certain days. Theme nights are held so that people and staff have opportunities to learn more about different cultures and experience foods for example African, Mexican and Chinese. People go on holidays twice a year and are asked about where they want to go. This takes into consideration any health or mobility needs so that these can be accommodated. Some people have positive relationships with their family and friends and keep in contact with them in various ways including phone calls, visits, meals out and overnight stays. The manager told us people have a good quality of life living here.

The provider promotes hygienic practices and manages the risk of infection. There are policies in place and staff receive infection control training. Personal protective equipment is available for staff if required. There is an infection control lead person and audits are completed to identify and address any issues.

Environment

People live in an environment which meets their needs. They told us they are happy living there. They have their rooms the way they want them with their own personal belongings. Christmas decorations had been put up in different places around the home for the festivities. People access a variety of different communal and private spaces to spend time alone or socialising with others. We saw people chatting together in the lounge and dining room area. Since the last inspection improvements have been made to the dining room and medication room to promote people's privacy, dignity and independence.

We saw the mealtime experience was pleasant with a relaxed atmosphere as people were coming and going at their own pace. Tables had been laid with Christmas tablecloths and décor as well as napkins and condiments. Menus are displayed on the wall offering people different choices. Some people requested what food they wanted and staff brought this to them while others prefer to be more independent going and choosing what they want for themselves. We saw people taking their own dishes back when they had finished their meal as well as making themselves hot and cold drinks. Smaller kitchen areas provide a space for people to make their own snacks and drinks and some work was being carried out at the time we visited. The location of the home provides ample opportunities for people to access the local town when they want to both with and without staff support.

Improvements have been made to the outdoor space which now provides a safe, attractive, and accessible area for people to use. This provides a pleasant and private area for people with a gazebo and benches for them to sit on.

The service manages risks to people. Maintenance and repairs are completed by the maintenance team when needed to ensure the safety and well-being of people using the service. There is a maintenance plan with actions to be completed, who is responsible and set timescales. The manager spoke about all the changes since the last inspection both inside and outside the home with work still ongoing to further enhance the environment. Personal emergency evacuation plans are completed to assist people to leave in the event of a fire. A new fire risk assessment is due to be completed and fire training for all staff has been arranged.

Leadership and Management

Staff recruitment checks are completed, and they are registered with Social Care Wales, the workforce regulator. The manager told us that there is a very good staff team working at the service. They commented “*Staff stay here*” and there is a very low turnover. There is some occasional use of external agency staff who are already familiar with the people living there.

Staff are supported through induction and training. Staff complete inductions and a variety of different training sessions. Some staff had attended manual handling training the day before our visit. Training records needed updating and we were told by senior management that improvements are being made to show staff attendance on training courses. Care staff, nurses and managers attend different team meetings to share information, raise and discuss any issues and we saw records of these. Staff have supervisions but these had not always been completed at the required frequency and we discussed this with the RI and manager.

The service provider oversees the quality of care through various systems and processes. The manager told us they feel supported and work well together with the deputy manager. They also liaise with the local health board, GP's and other professionals to ensure people's needs continue to be met with changes made where needed. Responsibilities are delegated to ensure oversight of different areas for example falls and tissue viability and all staff report back to management if there are any issues or concerns. The RI completes three monthly visits to the service to speak with people and staff, look at the environment and a sample of records. We saw the last quality of care review report and discussed with the RI the need for this to be completed every six months. The statement of purpose has been updated but some policies need reviewing.

A positive culture is promoted. Managers and staff are approachable throughout the day with people calling in to see them for a chat. They help people make informed decisions by having discussions, explaining consequences of actions and respecting their right to make their own choices about their lives. People are encouraged to be themselves, embracing who they are as a person.

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	
21	People's dignity, and therefore well-being, is compromised by unsuitable dining experience and medication administration support processes in the home. The provider must change this so people are afforded a better dining and medication administration experience.	Achieved
43	There is no system of monitoring and auditing in place which supports a planned maintenance schedule and renewal programme for the fabric and decoration of the premises. The provider must ensure this is in place by the next inspection.	Achieved

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