



Inspection Report on

Plas Newydd

Newport

Date Inspection Completed

07/10/2024

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About Plas Newydd

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	National Autistic Society
Registered places	3
Language of the service	English
Previous Care Inspectorate Wales inspection	[07 October 2024]
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 happy living in this service and everyone living here knows each other well. People are supported to live healthy and happy lives. The service meets the needs of the people living there, and offers a homely environment to live in.

Care workers are happy working at the service and their main focus is the health and happiness of the people living at the service. There is a strong sense of teamwork among the care workers, and they feel well supported by the service manager. There are regular team meetings which facilitate good communication around all issues relating to the service.

The Responsible Individual (RI) attends the service regularly. There are systems in place for good governance and oversight of the service. The current RI intends to retire from their position imminently, and a replacement RI is identified and will begin their application to take up this role soon.

Well-being

People living at the service make choices about what they want to do each day. There are activities available for people to enjoy within the service, and people also regularly access the community for both local activities, and trips further away. People usually enjoy a holiday each year with care workers. We saw photographs of people attending a local community fayre and making purchases of things they liked. During the inspection, we observed positive interactions between people and care workers. Care workers know the people they support well, and this reflects in the natural and positive relationships between people and care workers.

Care workers support and encourage people with daily tasks and promote people's skills by only assisting in these tasks when their intervention is needed. There are specific support plans in place which set out in detail how each person likes to be supported in specific circumstances, for example during the morning, or when out in the community with care workers. People feel comfortable to call on care workers when they want support, and care workers respond quickly. Care workers know people very well and can anticipate when people will require support. This means, care workers notice quickly if people's health changes and so can support people to access any external agencies to maintain their health and wellbeing.

Personal plans are strength focussed and include in detail how people prefer to be supported. It also details what things will cause upset to people and what care workers can do to avoid this, or support if people do become unsettled. All people at the service have autism, and within their personal plans are sections about how people's autism affects them. There are wellbeing goals included within people's personal plans and how people are supported to achieve these. Goals are reviewed regularly and when a goal is achieved, a new goal is set.

People are kept safe within this service. There are robust policies and procedures which inform care workers about types of abuse, and what to do in the event of a safeguarding incident happening. Staff receive regular training in safeguarding, and this training is refreshed annually.

The Service does not provide an Active Offer of the Welsh language due to the communication needs of the people living at the service.

Care and Support

People are happy with the care and support they receive. Care workers provide encouragement and support to people to meet their daily needs, whilst also respecting their wishes and views. People tell staff when they are ready to receive support, and staff follow their lead.

All people at the service have personal plans. The plans reviewed during the inspection outlined people's strengths and goals. Personal plans contain people's likes and preferences as well as things they don't like. They also give a step-by-step guide to care workers setting out how to support each person in a way they are comfortable with. Personal plans set out a social history which gives an insight into each person which is relevant for all care workers to understand. Personal plans are reviewed regularly and include people's families as well as other professionals involved in their care. People's families share their views and comments with the service when needed.

There are several autism specific assessments set out in the Statement of Purpose which are completed for each person. Everyone at the service has these assessments in place which provide useful detail, specifically considering how autism affects each person. This information is helpful when writing personal plans that are meaningful and individual to each person. Where appropriate, Positive Behaviour Support (PBS) plans are in place which set out how to support people with complex or challenging behaviours. There are risk assessments in place which support people to participate in activities and tasks but with actions taken to ensure it is safe for each person.

The service follows the correct practices regarding how to support people to make decisions, or when making decisions in people's best interests for people living at the service.

There are safe practices in place around medication administration. All medication is stored securely in people's rooms. A Medication Administration Record (MAR) is available for each person and care workers complete this whenever medication is administered. The service manager completes regular checks, as well as monthly audits to ensure if there are any errors these are identified, that appropriate actions taken as needed.

There are plentiful supplies of Personal Protective Equipment (PPE) available around the service. All care workers undertake regular handwashing, and wear PPE when required. This was observed during the inspection visit.

Environment

The service meets the needs of people who live there. The service is clean and tidy and provides plenty of space for people. There are communal spaces available for people to access if they wish to, including a large lounge and dining room as well as a kitchen. There are a selection of games and activities for people to use if they wish, as well as equipment available for relaxation sessions. People's bedrooms are individually decorated and contain personal items. Layout changes have been made to the service to accommodate one person's changing mobility needs. Communal areas are mostly nicely decorated, giving the service a homely feel. There are some areas with scuffed or peeling paintwork which need attention.

The service benefits from an enclosed garden. This is a large space with seating among mature shrubs and trees to the side of the service, and a more open patio space at the back of the service. There are several outbuildings which are mostly used for storage and also a green house. There are some waste items to be removed which we have been assured will be completed promptly.

The service undertakes the required safety checks. Weekly, fortnightly or monthly checks are completed for all required areas within the service. Fire drills take place on an unscheduled but regular basis which help people at the service to be prepared should a fire occur. Each person at the service has their own Personal Emergency Evacuation Plan (PEEP), which sets out how they are to be supported to evacuate the service in a fire emergency. These are reviewed regularly and updated when needed. There are environmental risk assessments in place to identify any potential risks within the service. It is noted that where actions were needed, these were taken quickly.

The service benefits from a Food Standard Agency Rating of Four (Good). People can be assured food is prepared and served in a safe environment.

Leadership and Management

There are safe recruitment practices in place in this service with all required checks taking place for new care workers. All care workers receive a thorough induction, which involves training on relevant topics to the care role as well as shadowing experienced care workers and getting to know the people residing at the service. The team of care workers is stable with many care workers working at the service for more than five years. There is one member of bank staff who provides regular cover for care workers annual leave or sickness absence. This provides continuity in care delivery for people living at the service that even relief staff members are familiar with the service. Care workers spoken to during the inspection are happy in their care roles. One care worker told us the service is a “*Very positive place to work.*”

Supervision takes place for all care workers every two months, but care workers discuss any issues with the service manager when they arise. Annual appraisals take place within the service. All care workers are up to date with their training, including annual refresher training sessions. The service manager has good oversight of this and ensures care workers have time to complete training when needed. Care workers told us they can ask for additional training in areas and this will be organised. All care workers are registered with Social Care Wales, the workforce regulator, and have either already completed, or working towards completing formal qualifications for their care working role.

There are processes in place to consider complaints however, there have been no complaints received since the last inspection. Compliments are shared amongst the care workers when received. There are robust policies and procedures which set out what to do to ensure people are protected from harm. There have been no safeguarding incidents since the last inspection. There is a Service User guide which is provided to everyone at the service. This document is written in an easy read format which is the most suitable and accessible format for people living at the service.

The RI undertakes regular visits to the service. They complete the required reports which analyse the service in detail as well as setting out future improvements. There are good arrangements for the governance and oversight of the service and support available for care workers and the service manager.

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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