



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Y Plas Residential Care Home



Y Plas, Llanelli, SA15 4LP



01554751359

Date(s) of inspection visit(s):

25/04/2025, 01/05/2025

Service Information:

Operated by:	Carmarthenshire County Council Adults and Children's Services
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	30
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The service provider makes an effort to promote the use of the Welsh language and culture, or is working towards a bilingual service.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

This is a residential care home located in the centre of Llanelli in Carmarthenshire. During this inspection the rating awarded for Wellbeing is 'Good' as people are involved a range of meaningful and beneficial activities, their views and suggestions are valued and they feel safe. The rating awarded for Care and Support is 'Good' as the person and /or their representative are involved in their care. Health, medical and other external professionals are involved in people's care when needed. The rating awarded for the Environment is 'Good' as the service is well maintained, safe and homely. The rating awarded for Leadership and Management is 'Good' as there is strong oversight of the service by the Responsible Individual (RI) and the manager leads a motivated, well trained team of staff which value their support and leadership.

Findings:



Well-being

Good

People are safe and protected from abuse and neglect. People told us they feel confident in raising concerns; they told us *"I would have no hesitation in speaking to [manager] if I had a concern"* and *"I would speak to someone in charge. I have spoken to the manager recently who dealt with my concern and resolved the matter"*. The Annual Care Home Survey for Y Plas 2024 identifies that the majority of people who responded to the survey stated they are able to raise any concerns they may have about the home or staff. The manager records all concerns or complaints received and the actions taken to resolve these which are clearly documented. A copy of Carmarthenshire County Council's complaints procedure is provided for people on admission to the service and is displayed in communal areas.

People have control over their day to day lives and are involved in making decisions which affect them. People get up and retire when they want to, choose from a variety of meal options and where they have their meal, this was seen during a lunchtime observation. People are involved in choosing activities and the interior decoration and furnishings of the service. Their views and suggestions are also sought during the visits conducted by the RI and through surveys for the Annual Care Home Survey for Y Plas.

People participate in a range of meaningful and beneficial activities. Fifteen people joined a regularly held armchair exercise and singing session which is coordinated by a care worker and a person who lives in the service. Individual abilities are well catered for during the exercises and staff are on hand to provide morale support and encouragement. The activity is greatly enjoyed by those attending and this was obvious when we observed the activity by all the laughing, smiling and fun all were having. People told us *"I really enjoyed that, it's good for the body and soul"* and *"The girls [care staff] are really good at getting us going and enjoying ourselves, we have a great laugh together"*. The care worker coordinating the activity told us *"I love doing activities with the residents, they get so much out of them, even residents who may struggle walking really get involved in the exercises and tell me they feel stronger by doing them. [X] really enjoys helping me organise the activity and reminds me what to do! It also helps lift people's spirits and their mental health". [X] told us, it makes me feel useful and it's good fun"*.



Care & Support

Good

People receive the quality of care and support they need to achieve their personal outcomes. Care plans are produced in conjunction with the person and / or their representative wherever possible and provide a sense of the individual. However, further details are required to provide care workers with sufficient information about the persons care needs and how they prefer their care delivered. Care plans and associated risk assessments are reviewed and updated regularly.

There is good evidence to demonstrate a range of health and social care professionals are involved in people's care and support when required. This is well documented in care records. The service positively promotes the hydration of people. People are provided with a variety of hot and cold drinks and keeping hydrated is a regular feature in the service's newsletter for people and their visitors.

In addition to exercise classes, there are regular visits by entertainers and singers to the service. Celebrations and commemorations are held throughout the year. A display screen in the main reception area shows pictures of people participating in events, activities and celebrations. This is a rolling video with numerous pictures for people and visitors to enjoy. The Y Plas Newsletters also provide evidence of people participating in a range of celebrations and activities. People we spoke with and minutes from residents meetings clearly show they are consulted about the type of activities and events they prefer.

Staff demonstrate a good understanding of the people they provide care and support to and speak very positively about working in the service. One care worker told us *"I really enjoy getting to know the residents and what they used to do, their families, occupations"* and *"I love it here, the residents are everything"*.

People are protected from harm and abuse. The manager and staff attend a range of safeguarding training and are clear on their roles and responsibilities in reporting any concerns and keeping people safe. Staff practice is supported by policies and procedures which are accessible and regularly reviewed. The service submits safeguarding referrals where necessary, participating in and learning from safeguarding processes and outcomes to improve the service.



Environment

Good

People live in an environment with appropriate and well-maintained facilities and equipment. There are three wings, Cedars, Beech, and Ash. Each have communal lounges and there are a number of small dining rooms for people to choose where to have their meals. The décor, furnishings and fabrics are in a good condition, clean and contribute to making a homely and welcoming environment for people to enjoy. Pictures and artwork displayed in corridors can help people orientate around communal areas and to their bedrooms.

People's bedrooms are well decorated, clean and personalised with items of interest and importance to the individual including photographs, pictures, furniture and ornaments. Bedrooms are not en-suite. A group of four people sitting in the communal lounge in Ash Wing told us they are all very happy with the environment *"it's clean and tidy, and it looks homely, "I like the wallpaper in my bedroom, it makes it feel cosy"* and *"the home is clean, the chairs are comfortable and I like my bedroom"*.

Communal bathrooms have been made to feel more welcoming with plants, pictures, mirrors, and patterned shower curtains hung on walls as displays. Communal toilets are clean; however, the white toilet furniture (including seats and handrails) does not fully support people using these facilities who may have difficulties with their eyesight. This has been discussed with the manager and RI.

All internal communal areas are accessible as are the communal gardens which are welcoming with a number of seating areas for people to socialise with family and friends. A bedroom has been converted into a small lounge to support a relative when visiting his loved one. There are also two café areas for people and their visitors to meet, socialise and make themselves drinks.

There are effective security and health and safety measures in place including all visitors having to sign in and out of the service in addition to identifying themselves. There are a range of environmental audits and checks undertaken. As the communal lift is limited in size, an alternative safe pathway has been constructed if there is the need to evacuate a person via a stretcher from Ash Wing. There are window locks in place where required, emergency exits are free from obstructions and clearly signed. Cleaning fluids are safely locked away when not in use. Moving and handling and firefighting equipment are regularly serviced.



Leadership & Management

Good

People are supported to achieve their outcomes because the service provider has effective organisational arrangements, governance and oversight of the service. The RI visits the service regularly and completes detailed quarterly reports and six monthly Quality of Care reports. CIW has received copies of these. There are a range of quality audits undertaken by the RI, manager and representatives of the provider. The information obtained from the audits are used to help improve the service. The RI works closely with the manager and is readily available for support and direction whenever required. The manager and RI have a professional and supportive relationship. The service operates within its Statement of Purpose and notifies CIW of reportable issues in a timely manner.

The manager, deputy manager and RI are respected by staff who feel well supported by them. The deputy manager told us *"I Love being a deputy, it's one of the best things I have done, I have learnt so much. [Manager] has been great at supporting and helping me. Also, all the managers are there if I need help. [RI] is great, I feel I have had a really good, supportive and valuable time as deputy and have no concerns at all", "I have been really well supported since starting, [manager] and [deputy manager] are very supportive, they have an open door policy. I've done lots of training and I know I don't have to wait for my supervision if I need to speak to a senior" and "I love it here. I have worked in many homes, but this is the best. I have completed lots of training, have regular supervision and had a good induction. I feel I can speak to the manager and deputy if I have any issues. I have no concerns"*. The diversity of the staff team is recognised and celebrated.

People are supported by staff with the necessary expertise, skills, and qualifications to meet people's care and support needs. Care workers undergo a thorough recruitment process with all required checks and clearances in place prior to them commencing employment in the service. Following their recruitment, care workers receive an effective induction which is complimented by an ongoing training, development and qualification programme. Core and specific training are completed and this is corroborated by staff and reading the staff training matrix. The service is part of the 'Gwen am Byth' scheme which provides valuable guidance, training and resources to care workers around oral health for vulnerable people. Staff are supported by accessible policies and procedures which are regularly reviewed. Care workers use safe moving and handling practices and are clear about their responsibilities around reporting any safeguarding concerns.

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.

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Welsh Government © Crown copyright 2025.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.