



Inspection Report on

Y Plas Residential Care Home

**Y Plas
Llanelli
SA15 4LP**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

05/10/2023

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About Y Plas Residential Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Carmarthenshire County Council Adults and Children's Services
Registered places	30
Language of the service	Both
Previous Care Inspectorate Wales inspection	13/04/2022
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 are happy living in Y Plas and have the care and support they need. People and their relatives praise the care workers and the management of the service. Care workers have a good understanding and respect people's individual needs and choices. Care records provide a good sense of the individual, reflect their current care needs and involve the person and/or their representative.

The manager is respected by the staff team and is well supported by the Responsible Individual (RI). The RI visits the service regularly and uses these and a range of quality audit tools to ensure they have a good overview of the service.

Y Plas offers people a lively environment which is welcoming and clean. Internal décor and furnishings support people to orientate independently and enjoy the facilities. The communal gardens offer places for people to socialise and enjoy.

Well-being

People have their choices and views recognised. People personalise their bedrooms, choose their meal preferences and get up and retire when it suits them. The individual and /or their representative are involved in the planning and review of their care. Their views about the service are actively sought by the RI through their Regulation 73 visits and through questionnaires used to inform the six-monthly Quality of Care reports. People converse and receive information in Welsh if this is their preferred language.

People are safe from the risk of harm and abuse. Care workers are knowledgeable, well trained and care about the individuals living in the service. They also have a good understanding of people's needs and how best to meet these. Care records provide good information about the requirements and preferences of people. The service liaises with health and social care professionals to make sure people remain as healthy as possible. People and / or their representatives feel able to raise concerns about the service should they have the need to do so. There are effective recruitment, supervision and training procedures in place to ensure staff have the right skills, knowledge and approach to care. Care staff are clear on their responsibilities to protect people and are supported by regularly reviewed and updated policies.

People do things that make them happy. People enjoy attending the range of activities events and the positive impact it has on them.

People achieve their well-being because of the environment. The internal decoration supports people to orientate themselves around the corridors or to their bedrooms. Communal bathrooms are welcoming and the gardens offer a safe place for people to relax, meet visitors and socialise.

Care and Support

People's individual care and support needs are recognised and understood. Care workers are knowledgeable about people's personal histories and their specific care needs and daily preferences. The electronic care records we looked at provide a good sense of the individual, their daily routines and specific care and support needs. Accompanying risk assessments are also being regularly reviewed. There is good evidence of the person and/or their representatives being involved in their care planning and reviews. People and their relatives speak highly of the care and support and the service *"I couldn't be in a better home it's excellent here, the staff are wonderful", "the carers are lovely, they are just like family to me" and "this is an absolutely fantastic home, this is not only the best home in Llanelli but in Carmarthenshire"*.

Health and medical professionals are involved in the care and support of people when required and this is well documented in care records. The service is part of the 'Gwen am Byth' scheme which provides valuable guidance and training on oral health for vulnerable people.

Care staff interact very kindly and positively with people. A number of the staff team speak to people in Welsh if this their preferred language. Activities play an important part in people's routines. Individuals are supported and enthusiastically encouraged to participate in a range of activities and events. During an armchair exercise class people and staff thoroughly involved themselves in the activity with a great deal of laughter and enjoyment. People told us they enjoy the activities *"this is really fun and keeps me fit", "oh! I enjoyed that, it gets the old heart pumping and it's such a laugh"*. More relaxing therapies are also provided, one person having their fingernails painted told us *"I told you they are excellent here, look at all the pampering we have"*.

People are able to choose when to get up and retire and this is clearly recorded in people's care and support plans. There are always a range of meal options and bilingual information is readily available. People told us *"the food is very tasty – I know there are different options if I want anything different"*.

People feel safe. People we talked to told us they feel safe living in Y Plas and are able to raise concerns if they need to *"I'd speak to one of the carers if I had a complaint" and "I feel safe here, I have no concerns"*. Relatives also feel their family members are safe *"I know I can speak to any staff if I have a concern and mam is safe" and "I know I can raise a concern with [manager] or any of the staff, they will listen to me and I am confident it would be dealt with. I know my mother is safe here"*. There are details of Carmarthenshire County Council's complaints procedure provided to people when they move into the service and displayed in communal areas.

Environment

The risks to people's health and safety are minimised. All visitors are required to sign in and out of the service. There are a range of maintenance checks and audits undertaken. Testing and servicing of firefighting, moving and handling equipment are completed within the required timescales. Personal Emergency Evacuation Plans (PEEPS) are individualised and readily available.

Communal areas and emergency exits are uncluttered and free from hazards. Substances harmful to health (COSHH) are stored safely. Keypad entry systems are used where considered required. Emergency alarms are accessible for people to use and are responded to in a timely manner. The service is clean with no malodours.

People are supported to achieve their personal outcomes. Two of the three bedroom corridors are decorated and personalised to support orientation around the service. A theme is being developed to decorate the third corridor. There is a picture of the person or something which represents them on their bedroom doors. Bedrooms are personalised according to people's choices and preferences. One person told us *"I like sitting in my bedroom and looking at the views, they change with the weather"*.

Communal bathrooms have been personalised and made to feel much more inviting with plants, pictures, a washable wall hanging and ornaments. This is an improvement since the last inspection. One person told us before she was about to go for a bath *"it is pretty and I like having a bath in there"*. Communal toilets have also been made to feel more welcoming and homely with mirrors, plants and ornaments. There are bilingual signs throughout the service.

There are two small, equipped cafés for people and their family members to use. Both cafés are prettily decorated and feel welcoming. The cafés are regularly used and enjoyed. A relative told us *"we come here as mam doesn't like going out anymore. It feels like we are going to an ordinary café and she is going out somewhere. I think this is really important"*.

Communal gardens are available for people to use and offer a number of areas for people to sit and socialise with friends and family.

Leadership and Management

People can be assured there are thorough governance arrangements in place. The RI is in regular contact with the service and has undertaken Regulation 73 visits. CIW have received copies of the reports, which demonstrates they speak to people and staff as part of the visits to the service. Staff and people confirmed this with us. There are a range of monitoring tools and audits undertaken. Actions from the audits are acted upon and reviewed regularly. There are good recruitment and selection processes in place. The correct clearances and checks are undertaken and documented before staff commence employment.

People are cared for by skilled, well trained and a supported staff team. Care workers have a good understanding of the people living in the service and are able to provide details about the individuals in their care and their particular care needs. Care workers told us they attend a wide variety of training courses, and this is corroborated by reading the staff training matrix.

Care workers show a good understanding about their responsibility to protect the people living in the service and to report any concerns. People are moved and handled safely, and their individual needs considered. Care workers receive regular documented supervision and an annual appraisal; the staff we spoke to confirmed this. In the main, supervision records are in order, however, the reasons for any gaps in supervisions should be recorded.

The manager is well respected by care workers who told us *"[manager] is great, she is very supportive of us and the residents" and [manager] is lovely, you can always speak to her*". It should be noted the manager was on leave at the time of the inspection and the service was being led by a senior care worker. They positively contributed to the inspection visit and told us *"I feel very well supported by the manager and RI. I really enjoy working in Y Plas and for Carmarthenshire County Council. It's a great place to work, the residents are lovely"*.

There are policies and procedures in place which are reviewed regularly. The Statement of Purpose reflects the service being provided and CIW are appropriately notified of incidents.

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. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement		
Regulation	Summary	Status

N/A	No non-compliance of this type was identified at this inspection	N/A
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