



Inspection Report on

The Gables Care Home

**The Gables Care Home
Conway Old Road
Penmaenmawr
LL34 6YB**

Date Inspection Completed

10/01/2025

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About The Gables Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Inspired Homes Network Ltd.
Registered places	21
Language of the service	English
Previous Care Inspectorate Wales inspection	12 July 2023
Does this service promote Welsh language and culture?	This service is making a significant effort to promote the use of the Welsh language and culture or is working towards being a bilingual service.

Summary

The Gables is a welcoming and friendly service, catering for people with dementia and learning disabilities. Whilst the two client groups are cared for in different areas of the home, they can socialise and enjoy a variety of activities together if they choose. Care staff and management know people well and spend time with them chatting and providing activities to occupy them. They provide a variety of activities to promote people's wellbeing and support a variety of interests.

People have a comfortable home, with indoor and outdoor areas where they can relax. They have access to the aids and healthcare services they need to maintain their health and wellbeing.

The responsible individual (RI) regularly visits the service and spends time getting to know people and staff to understand their views. People have a good rapport with the RI and management team and feel comfortable to approach them if they have any worries or concerns.

Well-being

People's views and opinions are valued, and they are treated with dignity and respect. During our inspection we saw people were prioritised by care staff and management, and we saw open and friendly interactions with people throughout the day. The people and relatives we spoke with were positive about the service and the care and support they receive. One person told us they have felt much better since they moved in. There are plenty of activities on offer to keep them occupied. During our inspection, we saw people having a sing-along and they thoroughly enjoyed singing and dancing to the music. We saw other people supported to enjoy activities like wordsearches, and chatting to staff about their interests. People are supported to access the local community, and there is a vehicle available to accommodate trips out. One person told us the service, "...*has been good for me.*" A relative we spoke with described the good quality support that had been provided to help their loved one settle in and said, "*They are really good at adapting to [their] needs.*"

Care staff support people to maintain relationships with family and friends. Visitors are welcome at any time, and there is a small lounge which can be used during visits. One relative told us how the manager and care staff support their visits, assisting with transport, and distracting their loved one as they leave, to prevent them becoming upset. They told us, "*I don't know what I would do without them*".

Several care staff can speak Welsh and all care staff make an effort to learn some Welsh words and phrases to use with Welsh speakers. Welsh language is considered as part of the admission assessment and Welsh speaking staff are allocated as keyworkers to those whose first language is Welsh. One relative told us this was an important consideration for their loved one and they are pleased with the efforts made by care staff to communicate in Welsh. The manager is also trialling an earpiece which can translate languages in real time. They hope to further improve the Welsh active offer by introducing bilingual menus and other documentation in Welsh.

People are supported to maintain their physical and mental health. Care staff complete the necessary monitoring of health conditions and make referrals to healthcare professionals when needed.

People are protected from the risk of harm and neglect. Care staff receive training in safeguarding and feel confident to report any concerns. The service provider ensures the building is safe and secure, and health and safety checks are regularly completed. People who lack capacity to make decisions about the care and accommodation needs are protected by Deprivation of Liberty Safeguards. This means they have access to a representative who can represent their views and their right to appeal their placement if they are unhappy.

Care and Support

Peoples' individual needs and wishes are considered in the development of their personal plans and the delivery of their care and support. Personal plans contain plenty of person-centred detail about how people would like their care to be delivered and how care staff can best support them. Care staff follow people's daily routine in the personal plan to ensure care is delivered in line with people's preferences and care needs. Personal plans are clear about any signs of anxiety or distress individuals may display, and this aids care staff to identify these emotions and provide the right support at the right time. Care staff know people well and we saw they have a good rapport with people. The manager intends to further develop the recording in personal plans to ensure all the information care staff know about people is captured and recorded. This means that any new staff could follow a personal plan and would have all the knowledge about people which is currently shared across the staff team. The manager and deputy manager are committed to providing good quality care and support, and have a 'hands on' approach, assisting care staff with delivery of day-to-day care and activities, and providing cover when required.

Care staff are attentive to people's needs and deliver care and support to meet these. They respond promptly to any requests for assistance. There is a calm and relaxed atmosphere throughout the home, when care staff are not engaged in care tasks, we found they spend time chatting to people and engaging them in activities of interest. They are led by people's mood and provide activities based on people's interest and engagement at the time, rather than following a structured activities timetable. People have achieved positive outcomes in the service, one healthcare professional told us some people had made significant progress since moving to the service and told us for one person it is "*amazing*" and another is "*a changed person*".

People are supported to access the healthcare services they need. Healthcare professionals regularly attend the service and care staff have good communication with them. We spoke to three healthcare professionals, who told us care staff prioritise people's needs, identifying issues and make appropriate referrals to them in good time. They told us their advice is followed, and the manager plans to further strengthen the communication with healthcare professionals by improving the system of recording their visits. Care staff ensure health needs are monitored in line with personal plans, for example, people are weighed and repositioned in line with their personal plan. Care staff records are clear and consistent regarding the administration of medication and ensure medication is stored safely and securely.

Environment

People live in a homely and comfortable service, with access to the facilities and aids required to meet their needs. There are several communal areas for people to sit and relax, or socialise in. This enables people to decide whether they would like to join in with activities on offer, or chose a quieter area of the home to rest in. There is a small lounge in which people can receive visitors and can also be used for people to celebrate special occasions with their loved ones. Whilst the home accommodates people with learning disabilities on the ground floor, people living with dementia can also access this area and vice versa. This enables everyone to mix and provides a greater variety of activities and opportunities to interact and socialise. There are secure outdoor areas for people to enjoy. There is a swing which people can access and a vegetable garden which provides the opportunity for gardening activities in warmer weather. People can personalise their rooms, we saw some rooms had been decorated on a theme of interest to the person, and people had brought their own belongings including furniture to the service.

The service provider ensures the building is safe, secure, and well-maintained. There is a visitors' book, and we were required to sign in before we entered the building. Health and safety checks and servicing is completed regularly, and we saw certification of gas, electrical and water safety checks. A weekly fire alarm test is completed and fire safety equipment, such as fire extinguishers and emergency lighting are checked regularly. The service has recently had safety check completed by the fire service and this has resulted in some required actions for the service to take to ensure they meet fire safety regulations. The service provider is working on this, and the RI will ensure a new fire risk assessment is undertaken once the remedial action is completed. We will review this at our next inspection. We found the service was well maintained and clean and tidy throughout. The most recent food hygiene inspection gave a rating of three, or generally satisfactory. The manager and RI are also working on the recommended improvements and hope to improve this rating at the next food hygiene inspection.

Leadership and Management

People are supported by good numbers of care staff, who are skilled and knowledgeable to fulfil their caring role. The manager ensures new members of staff undergo recruitment checks, and we saw evidence of disclosure and barring service checks. Care staff are registered with Social Care Wales once they have completed a thorough induction. The manager ensures care staff receive supervision every three months in line with regulation, and care staff told us this is an opportunity to discuss any issues or concerns. They also receive an annual appraisal to consider their development needs. The care staff we spoke with told us they enjoy their jobs and feel well supported. This is also evidenced in records of the RI's discussion with care staff. Care staff receive regular training. There is an online system for them to complete most of their core training and this is renewed regularly. They also have access to specialist training to meet people's needs, such as dementia, autism, diabetes, and epilepsy.

The RI regularly visits the service to ensure it is running smoothly. They know staff and people well, and we saw them chatting comfortably with staff and people during our inspection. They record these conversations with staff and people as part of the record of their RI visits, and these capture warm and friendly exchanges in which people feel comfortable to talk about their interests, feelings and raise any concerns. The RI visits also include an inspection of the premises and review of a selection of records. The RI completes a six-monthly quality of care report, which considers what is working well and where improvements can be made. The manager and deputy manager oversee the day to day running of the service. We saw evidence of monthly medication audits to ensure safe practice for the administration of medication is maintained. They have an open-door policy and people can approach them at any time for support, or a general chat and some company.

The service provider makes ongoing investment in the service. We saw the building is well-maintained. They consider suggestions from the manager for improvements and are currently considering improving a room with the addition of a patio door which will give direct access to a small garden area.

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	
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