



Inspection Report on

Cae Glas

**82 Vale Street
Denbigh
LL16 3BW**

Date Inspection Completed

04/07/2024

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About Cae Glas

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Potensial Ltd
Registered places	25
Language of the service	English
Previous Care Inspectorate Wales inspection	30 May 2022
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

People are supported by good numbers of skilled, kind, respectful and friendly care staff who know them well. They are involved in planning their own care and make decisions about how they want to be supported day-to-day. There is a focus on facilitating positive risk-taking for people, aligned with their individual needs, goals, and aspirations. People experience good health and well-being outcomes as a result of this. They told us they like living at the service and feel safe and well cared for. This is supported by positive feedback from professionals.

The service provider has good and robust governance and oversight processes in place. They are responsive to feedback from professionals, people they support, and regulatory bodies. People can be assured the Responsible Individual (RI) has good oversight of the home and works closely with the manager to ensure the service people receive is good quality and safe, whilst meeting their needs for care and support. The provider ensures the home remains financially sustainable. There is continual investment in care staff recruitment, development, and training, and care staff feel well supported.

Well-being

People have control over their day-to-day lives. They have different communal spaces to choose from when they want to socialise, including the dining room at mealtimes. We saw people chatting in the garden, relaxing in their bedrooms, and going out into town with support staff. People help with planning the food menus each week, including shopping online and in-store for ingredients with support from the chef. The provider routinely consults people about how they want to be supported and how the service is delivered, with a focus on promoting least restrictive practice as part of people's everyday lives. Records show feedback from people is valued and acted upon. Refurbishment works currently underway in the home have been planned with people living there.

People are supported to maintain and promote their mental and physical health, and emotional well-being. The manager and support staff work closely with health and social care professionals to ensure people have timely access to advice and support. Support staff follow detailed personal plans for people's physical and mental health needs. Records show people experience good health and well-being outcomes living in the home. They have musical and artistic hobbies, engage in physical activity, and maintain and develop positive social relationships with each other. People are supported to do what matters to them and to develop new skills and try new things. People actively participate in the wider community life of the town through volunteering their time and attending local community-based clubs. A person who enjoys gardening has their own greenhouse in the garden; they grow flowers and vegetables which are used in meals for everyone.

People are protected from abuse and neglect. Staff receive regular safeguarding training and are confident explaining their safeguarding responsibilities and the procedures they follow to keep people in the home safe. Records show safeguarding is discussed at regular staff meetings. The provider has good policies and procedures in place aligned with current national legislation and guidance for the provision of good quality and safe care. People told us they feel safe living in the home and records show the manager acts appropriately and swiftly to address any issues people raise about their care and support.

People live in accommodation which meets their needs. The provider ensures people have the facilities and equipment they need. We saw good quantities of equipment, food and supplies are in the home. The provider is working towards providing an active offer of Welsh language in the home. They provide translated versions of feedback questionnaires and information about the service and celebrate Welsh cultural events and festivals. There is a weekly discussion about Welsh language and culture included in planned activities for people, and the provider encourages staff and the people they support to learn and speak Welsh.

Care and Support

People receive support planned in consultation with them and which considers their individual preferences, aspirations, and desired outcomes. The personalised plans are reviewed regularly to check they remain relevant, and they are linked to appropriate risk assessment of people's health and well-being needs. They contain clear instruction for support staff about how to reduce and mitigate any identified risks. Recognised positive support models and tools are used to help people create personalised goals for their recovery and well-being, incorporating positive risk-taking. We saw personal plans for people highlight short- and long-term goals for their health and emotional well-being. Two people recently went on their first holidays abroad after discussing their aspirations with care staff, and careful planning for how to facilitate this.

People are supported by good numbers of skilled and trained care staff who have positive and facilitative relationships with them. Care Staff we spoke to know people's preferences and support needs and spoke warmly and respectfully about them. During our inspection support staff were friendly and approachable. Support staff are calm and empathetic in their manner when supporting people and use specific speech patterns and phrases in conversation with them which we saw highlighted in their personalised plans and risk assessments. A person told us they are "*really well looked after*" and another said, "*I really love it here*". Feedback from professionals about the quality and level of support for people is also positive. A selection of care records we reviewed showed people living in the home experience improved physical and mental health and well-being outcomes. Positive outcomes for people include improved and consistent sleep patterns, healthy weight loss, healthy weight gain, and periods of stabilised mental health and well-being.

There are good systems in place to support safe medicines administration and management in the home. The manager conducts weekly and monthly audits and acts on the recommendations of external pharmacy audits in the home. Staff complete medication training and competencies, which they update regularly.

Environment

People live in a warm, homely, and relaxed environment. The home is clean, with domestic staff in the home on the majority of the days, and staff follow good hygienic procedures. The communal lounge areas are bright and spacious, with plenty of comfortable seating. We saw people watching television together in one lounge that provides a calm and relaxed space to spend some quiet time. There is a large dining room with several sets of wooden dining tables and chairs where people like to eat meals together. There are accessible wet room showers on each floor, and a bath available should people prefer them. The garden is accessible for everyone to use. It offers people a calm, colourful and well-maintained space. People told us they like relaxing there and are looking forward to having warmer weather so they can use the barbecue recently purchased for the home.

The main kitchen where people's meals are prepared contains appropriate commercial catering equipment. There is also a smaller, domestic-style, rehabilitation kitchen where people can make drinks and snacks for themselves whenever they want with support from staff. The chef supports people to develop their cooking skills under supervision; we saw pictures displayed in the dining room celebrating a person cooking dinner for their peers. The home has sustained a level 5, (very good), food hygiene rating for several years.

The home is undergoing a significant programme of refurbishment and remodelling to enhance facilities for people. The provider has appropriate risk assessment and planning in place to ensure the least disruption possible for people during this time. This includes trialling the compatibility of tradespeople working in the home; we saw feedback from resident meetings about how friendly the builders are. We saw two of the completed bedrooms during our inspection; they are decorated to a high standard and include bespoke fitted storage and ensuite facilities. People's rooms are their private spaces; they are personalised with their belongings, and items of importance to them. People have their own room key and we observed staff always respect this personal space.

The provider has good systems and processes in place for routine monitoring and risk assessment of health and safety across the home. This includes the required servicing, certification and testing of appliances, facilities, and equipment. There are Personal Emergency Evacuation Plans (PEEPs) in place to guide staff and emergency services personnel in the event of an emergency. Staff complete health and safety training, including regular fire drills. Work is underway to identify an appropriate replacement for the old call bell system which is unusable due to the current building work. In the meantime, staff have increased their routine checks to ensure people are safe when in their rooms.

Leadership and Management

The provider has good governance and oversight arrangements in place. Their policies and procedures align with current national legislation and guidance for delivering high quality and safe care and support. Records show the RI has robust oversight of the home and its day-to-day management. They visit the home regularly to speak with people, staff, and review records. Routine audits of all aspects of the care and support and environment of the home are completed by the manager. Outcomes of these audits are reported to the RI and provider via online reporting systems which the RI can access remotely as part of their oversight. Any emerging issues identified are addressed swiftly. People and their relatives or representatives routinely provide feedback through regular resident meetings, formal feedback requests, and daily conversations with management and staff about their individual needs and wishes. This feedback is valued and acted upon by the manager and provider, and people are kept informed about progress with any actions being taken. The manager and provider are responsive to feedback about ways in which the service can be developed from commissioners, visiting professionals, and the regulator. The RI completes a report to the provider twice a year detailing the developments made to date, analysing their impact, and highlighting what developments are required next based on their analysis of all feedback received.

People can be assured there are processes in place for the safe recruitment and development of staff. The manager has a good understanding of safe recruitment practices and ensures ongoing routine checks of support staff's continued fitness to work in social care and their registration with relevant professional bodies. New staff undergo comprehensive and robust induction and training, including regular progress review meetings their probation period. Staff are supported to develop professionally through taking on additional responsibilities. Staff are encouraged to complete professional qualifications relevant to their role in the home. Staff told us *"I like working here"*, *"they are a good company to work for, very supportive"* and, *"there is a good atmosphere here"*. Staff receive one to one supervision and annual performance appraisals. They told us they receive the training needed to do their job and are well supported by the manager. We saw the manager and deputy spend time in the nurses' office and communal areas of the home as well as in their office; this makes them accessible to staff and the people they support.

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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