



## Inspection Report on

**Glascoed Ltd**

**149 Conway Road  
Colwyn Bay  
LL29 7NA**

## **Date Inspection Completed**

*20/02/2025*

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## About Glascoed Ltd

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Glascoed Residential Care Home Limited
Registered places	10
Language of the service	English
Previous Care Inspectorate Wales inspection	27 June 2024
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

Glascoed has a relaxed, homely atmosphere where people are able to socialise with others and make decisions for themselves. Care staff make sure people receive the emotional and physical support they need. They access medical and specialist services to promote people's health and well-being. The service communicates well with relatives and professionals.

People live in clean, comfortable accommodation that has the facilities to meet their needs. The management team is approachable, open and responsive to feedback from others and committed to driving improvements. Staff work well as a team to ensure people have the best possible experiences.

The Responsible Individual (RI) is in the home daily and has good oversight of the management of the service. The priority action notice identified at last inspection for safe recruitment practice has now been met. The area for improvement identified at last inspection for quality-of-care reviews will remain in place.

## Well-being

The service promotes people's rights and supports them to have control over their day-to-day lives. We saw people received a service in the language of their choice and were able to choose where to spend their time, in one of the communal areas or their bedrooms. They are supported to maintain their personal relationships and form new friendships. People's language needs are recognised and respected. The service is working towards providing an 'Active Offer' of the Welsh language.

People are able to develop meaningful relationships with others. We saw that people are comfortable in their home, where they enjoy socialising with staff and other residents. Care staff treat people respectfully and support them to make everyday choices. We heard conversations flowing freely and saw people responding positively when care staff comforted them and gave them clear verbal instructions.

The service helps protect people from abuse and neglect. Records show staff have completed recent safeguarding training. Appropriate recruitment checks are undertaken to ensure care staff are suitable to work with vulnerable people. We saw people's body language and expressions indicated they felt safe and secure around the care staff who support them. People told us they feel safe and secure living at the service. The home was secure with a signing in book for visitors to sign.

The home is clean, comfortable and well maintained. People are able to socialise with others in communal areas or enjoy the privacy of their individual rooms. The service is warm, clean, and homely. All areas of the home are clear of trip hazards so that people could safely walk around. Equipment is regularly serviced and stored safely. The home has the facilities to meet people's individual needs.

## Care and Support

People's care preferences and needs are recorded clearly in their personal plans. The plans evidence best practice by focussing on what the person can do for themselves in each identified area before informing care staff how best to support them. Plans are reviewed regularly to ensure they reflect any changes as they occur. Potential risk areas are clearly identified and planned for to keep people well, whilst continuing to promote their independence.

Care records are completed to evidence people are being supported as described in their personal plans. Referrals are made to health and social care professionals as and when required. People are registered with a local general practitioner and all appointment records and outcomes for review are recorded in the care notes. People are encouraged to maintain a healthy weight as part of a healthy lifestyle. Effective handovers of information take place between each shift, to ensure all staff are well informed and up to date with changes.

Relationships between care staff and people are warm and positive. Mealtimes are sociable and enjoyable, people are offered a choice of meals and can have more if they wish, regular snacks are offered, and food is well-presented and appetising. People and care staff feel that they can approach the manager if they have any concerns. Care staff encourage and assist people in a caring, sensitive way, which people respond positively to. Conversation and laughter flow easily and people appear to take comfort from the information and reassurance care staff provide. People can enjoy regular bingo, quizzes, occasional trips out and look forward to external entertainers visiting the home.

## Environment

People live in a comfortable and secure environment which meets their individual needs. People are able to choose where to spend their time, in the main lounge or their bedrooms, which people can personalise. We were unable to enter the premises upon our arrival as it was secure and safe from unauthorised access. Entrances are locked and a care staff checked our identification and requested we signed the visitor's book. The outdoor space consisted of a well-maintained lawn and patio area which are complimented by shrubbery. Care staff encourage and assist people outside for a short walk around the garden if they wish to. There is a parking area at front of the property and a concrete ramp which allows wheelchair access into the front of the premises.

People can be confident the service provider identifies and mitigates risks to health and safety. Records show health and safety audits are completed, and actions are dealt with swiftly by maintenance staff, this is monitored by management and the RI. The home has the highest food rating attainable. Routine health and safety checks for fire safety, water safety and equipment are completed, and records show required maintenance, safety and servicing checks for the lift, gas, and electrical systems are all up to date. People have Personal Emergency Evacuation Plans. Staff receive training in fire safety, health and safety, first aid and food hygiene.

## Leadership and Management

People can mainly feel confident the service provider has systems for governance and oversight of the service in place. The RI has a daily presence in the service, provides hands on care duties and therefore has a good understanding of the running of the service. The manager also provides hand on care and has an open-door policy and care staff are encouraged to call in to the office anytime. A six-monthly quality of care review has been produced, and quality assurance surveys have now been completed with staff resident and relatives. However, there is no analysis of any incidents or events that have occurred in the service. This means people cannot be sure the service provider has suitable arrangements in place to monitor, review and improve the quality of care and support provided by the service. While no immediate action is required, this remains an area for improvement, and we expect the provider to take action.

There is a small, but stable staff group, which enabled them to develop good working relationships with each other, people who live in the home and visitors to the home. Care staff receive one-to-one supervision which provides them with the opportunity to discuss any concerns or training needs they may have and allow their line manager to provide feedback on their work performance. Care staff complete a range of training courses, including regular refresher courses in mandatory areas such as safeguarding people at risk of harm. Care staff are safely recruited. The staff files are well organised, and contain the required information, including Disclosure and Barring Service checks and professional registration with Social Care Wales, the workforce regulator.

The service provider has not declared any financial difficulties to CIW. There is ongoing investment in the service. There is enough staff on duty and recruitment is ongoing. People have good food options and there are plentiful stocks of fresh food in the home.

Summary of Non-Compliance	
Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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
35	Personnel files are incomplete; there is insufficient and inadequate evidence to show staff have been safely recruited. The RI must ensure evidence of all checks and all required documents in respect of each employee is present in the home and available for inspection.	Achieved

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 inspection	N/A
80	There are inadequate quality assurance processes in place to ensure the service is running as safely, compliantly and effectively as it needs to be to help people achieve their outcomes. The provider must ensure there are robust quality assurance systems in place.	Not Achieved

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