



Inspection Report on

Plas Pengwaith

**Plas Pengwaith Home For The Elderly
Maes Padarn
Llanberis.
LL55 4TP**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

09 August 2024

09/08/2024

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About Plas Pengwaith

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Gwynedd Council Adults and Children's Services
Registered places	31
Language of the service	Both
Previous Care Inspectorate Wales inspection	3 May 2022
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

People in Plas Pengwaith benefit from being cared for by familiar staff and continuity in their care. The home offers the active offer of the Welsh language and culture with most staff able to speak Welsh. People have daily choices regarding their care and activities, and this is reflected in their personal care plans. The home is being redecorated, décor is light and clean. People told us they are happy living in the home, staff are kind, the food is good, and the environment is homely. Care staff receive training and supervision to help them in their role. The Responsible Individual (RI) visits the home regularly and has good over-sight of the service. Care staff told us the management team are visible and supportive.

Well-being

People told us they are happy in the home; staff are friendly, and kind and the food is good. People told us they have daily choices regarding their care and activities, this is reflected in their personal care plans. We observed people have attention as they require it and there are good relationships between people and staff. A person said in Welsh, “*mae’n neis iawn yma, bwyd yn dda a staff ffeind yma*”, which means they feel the home is nice, food is good, and staff are kind. Another person said, “*dwi’n hapus yma*”, meaning they are happy there. We saw recent thank-you cards from families regarding their relative’s care, these were complimentary of the care staff and their care. Examples of this are, “*diolch am y gofal tyner a chyfeillgar*”, (thank you for your tender and friendly care), “*we are very grateful for the care*”. People have days out, do some cooking and do crafts, these are shared with families on a Facebook page. A person was having a birthday party with their family on the day of inspection and were appreciative of this. Care staff can describe the local safeguarding process to keep people safe. People told us they are happy with their bedrooms which they can personalise.

Care and Support

People have appropriate care and support. We saw people can influence their plan of care, these are centred around their individual needs and objectives. Personal care plans are regularly reviewed and reflect any changes to a person's needs. The management team assess people before they are admitted into the home to ensure they can meet their needs. We saw medicines storage and administration are good, a pharmacy also conducted a recent audit on behalf of local authorities and found procedures to be good, senior staff told us the local chemists are supportive of them and they can obtain medicine prescriptions for people in a timely manner. District nurses have offices in the home and senior staff said they can access advice from them easily. We saw from personal plans that people are supported to attend health care appointments and any resulting instructions are carefully documented to ensure people have good outcomes. Infection control processes are good, and staff can access Personal Protective Equipment (PPE) as needed. People have a Personal Emergency Evacuation Plan (PEEP), in place so that they can be helped to evacuate in the event of an emergency. Care staff have safeguarding training to report any adverse incidents and keep people safe. Senior staff report incidents appropriately to Care Inspectorate Wales and relevant authorities.

Environment

The home is clean and homely. We saw people can personalise their rooms to make them feel at home. Each “house” in the home has their own set of rooms, bathroom, lounge, and kitchen. We saw a redecoration programme is underway with the lounges that have been decorated looking fresh and homely. Corridors have been redecorated and are clean and free of any obstacles. The outside areas are tidy and there are seats available for people to use in good weather. People can access appropriate equipment for their care. Equipment is maintained and serviced as per manufacturer requirements. We found health and safety assessments are in place. Maintenance and fire checks are up to date. Processes for evacuation in the event of emergency or fire are personalised for everyone so that care staff and the emergency services know how best to help people. The medicines room is secured. Confidential information is safely kept in lockable offices. Utility checks are up to date and certificates were presented upon request.

Leadership and Management

There are good governance arrangements in the home. The RI visits regularly and provides visit reports and a quality-of-care report in line with the legislation. Senior staff told us the RI is approachable and is proactive in dealing with issues. Care staff told us the manager is visible, approachable and supportive. Care staff can access policies and procedures to support their daily practice. The service is delivered in line with that which is described in the Statement of Purpose document for the home.

Care staff personnel files show checks are in place, and up to date, to ensure staff are appropriate to work with vulnerable adults. Care staff spoken with said they are happy in their work and feel people receive good care. Care staff commented the home is very busy of late. Senior staff told us, and we saw from rotas, there had been staff sickness, and some posts are out to advert, but recruitment locally is difficult. Agency staff are used, senior staff said they request the same agency staff to work in the home to ensure continuity of care. We spoke with an agency care staff, they can speak Welsh, they said they enjoy working in the home, and in their opinion, it is one of the best homes locally. Care staff receive mandatory and specialist training to ensure they have good practice. Senior staff are catching up with care staff supervision due to recent staff sickness, supervision is given to care staff to ensure best practice and provide them with 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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