



Inspection Report on

Plas Bod Llwyd

**Plas Bod Llwyd Care Home
Cae Gwilym Road Newbridge
Wrexham
LL14 3JG**

Date Inspection Completed

13/02/2025

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About Plas Bod Llwyd

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Baur Care Limited
Registered places	29
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection since the service was registered under Regulation and Inspection of Social Care (Wales) Act 2016
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 treated with dignity, respect and receive good care and support. They also have the opportunity to choose how they spend their time either in their own rooms or in well-appointed communal lounges which are homely, comfortable, and relaxed. People are consulted about the care and support they need prior to coming to Plas Bod Llwyd, with the care people receive being an accurate reflection of the persons requirements. The care document system is electronic, updated in real time accurately and appropriately, ensuring people's day-to-day needs, outcomes and preferences are considered. Medication systems are comprehensive with oversight from managers and the clinical lead being effective. People can engage in activities that they enjoy, and mealtimes are a positive experience, with people being able to have a choice of food which is wholesome. Senior managers are supported by care staff who are trained, developed, and safely recruited. The responsible individual (RI) and senior managers have good oversight of the service with systems in place which support its operation. The RI regularly visits the service and seeks opinions of people who live there. The environment is safe, secure, and well maintained.

Well-being

People have a voice and are consulted about the service. They are encouraged to make everyday choices which includes a range of meals which looked and smelled delicious, and people clearly enjoyed the food they chose. Mealtimes were observed to be a positive experience. People can personalise their rooms, if they so wish, and many rooms seen reflected the individuality of the person. The doors to each person's room had the persons photo on it and were painted in different colours so people could easily identify their room and gave them a sense of belonging. We saw there were a range of activities for people, with people seen clearly enjoying the activities in which they were involved. People can spend their time alone or with others either in their rooms or different lounges. A quiet room and a pamper room are also available for people to relax in during the day. There are comprehensive systems in place for the RI and senior managers to get the views of people living at Plas Bod Llwyd, their relatives, staff, and professionals, which are of a high quality and the information from these are used to improve the service people receive.

People are treated with dignity and respect and their physical, mental health and emotional well-being needs are met. We observed good interactions between care staff and people living at Plas Bod Llwyd, with care staff treating people with care and respect, undertaking care and support at the individuals own pace and not rushing them. We saw care workers who are familiar with the people they support, are caring and sympathetic, and know them well. People are consulted about how they want their care delivered prior to them coming to Plas Bod Llwyd, through their care documentation and individually when staff are interacting with and supporting people. The electronic care document system is a live document, is updated regularly, reflects the needs of individuals, and enables people to be supported according to their needs and preferences. We observed this on several occasions with people receiving appropriate one to one support from care staff. From reviewing documentation and speaking with a health care professional it is evident the service works collaboratively with healthcare professionals to provide a good standard of care and support.

People are protected from harm. Comprehensive risk assessments are in place which ensure people are supported to stay safe, and their freedoms respected. People receive a good standard of care and support from a well-trained and supported care staff team, who are registered with Social Care Wales, the workforce regulator. Care workers receive safeguarding training with appropriate policies in place for their direction. People have positive and appropriate relationships with care staff whom they can trust. Clinical oversight and monitoring of people's physical health is good with arrangements around medication being comprehensive. Staff are safely recruited and employed in appropriate numbers to meet people's outcomes.

The environment is safe, secure, and appropriately maintained. Plas Bod Llwyd has been open for a short period of time, however, the environment is utilised effectively to support

people's wellbeing and help them achieve their identified outcomes. Routine health and safety monitoring ensures the safety of the environment. Dementia friendly approaches are in place which promote orientation for people with Dementia.

Care and Support

People receive care and support when and how they want. Pre-admission assessments and nursing assessments are in place, are an accurate reflection of the person, and people's personal plans reflect these documents. A care worker told us *"They make sure we know about people before they arrive."* Another care worker told us pre-admission paperwork is *"Really good, we are told everything about a new admission."* People's personal plans are detailed, instructive and provide clear guidance for care staff about the individual, their care and support needs, and outcomes they would like to achieve. This was confirmed by care staff we spoke with. We saw people being supported with eating at mealtimes, in different lounges as well as the dining room, giving people the freedom and choice to eat where they wanted to eat and help to meet their support outcomes in regards choice. We observed care workers undertaking support with people on an individual basis, helping the person achieve their support outcomes, with the person clearly enjoying the activity in which they were involved.

We saw people's personal plans are reviewed regularly which was also confirmed by care staff we spoke with. We saw many encouraging and friendly interactions between people who live and work at the home and people are content and comforted in their interactions with staff.

People are supported to be healthy and stay safe. Risk assessments support individuals to remain safe. Arrangements are in place to monitor and evaluate accidents and incidents. The relevant applications are made to safeguard people's best interests. Care staff are trained to safeguard people from harm and abuse and are aware of their duty to report any concerns. We found care workers are responsive and deal with any issues as they are identified. We witnessed one person becoming distressed in a communal area of the home, care staff dealt with this promptly, in an effective way, and diffused the situation quickly.

People have opportunities to be involved in regular activities. We saw evidence an activities co-ordinator was being recruited and due to start in post very shortly. However, we witnessed care staff provide a range of group and individual activities which people can participate in. During the inspection we observed an activity being undertaken with people, their interaction with the activity and the fun and enjoyment they gained from participating in the activity was evident in their reactions throughout.

Medication arrangements are effective. The storage and administration of medication is monitored by the clinical lead to ensure medical conditions are managed accordingly. Medication is stored safely, and medication audits are completed regularly. This helps ensure people remain healthy as their outcomes around medication are met. People can access the necessary health services to maintain their health and wellbeing. This includes access to GP services. We saw individuals have been referred to other healthcare

professionals as and when needed. People's health requirements are monitored regularly, and any changes are acted upon quickly. This, linked to care and clinical staff knowing the people they care for well and able to notice any changes in their health and well-being, ensures peoples well-being and outcomes around their health are met. This was confirmed by a health care professional we spoke with.

Environment

Plas Bod Llwyd is welcoming, comfortable, clean, and well-maintained. People can choose where they would like to spend their time, between different lounges to chat and engage in activities with other residents, in quiet lounges or in their own rooms. People have the choice of being able to eat their meals wherever they choose, in the dining room, in one of the lounges or in their own room. There is a pamper room available so people can enjoy being pampered individually or in a group. The garden area offers residents access to outdoor spaces. Bedrooms reflect people's individuality. Bedroom doors are painted different colours and have the photo of the person on them. This ensures that the person can identify their own room easily and helps improve their sense of belonging. People's rooms are cleaned regularly, and they can bring their own belongings and decorations, so they are able to personalise their room to their own preferences. The service adopts dementia friendly approaches to support people with their independence. Corridors are clear of clutter which enables people to walk around freely. Signage is used to guide people around the service with toilets and bathrooms clearly labelled.

We found the service is clean and tidy, with the home being cleaned continually during the inspection. There were flowers around the home and pictures on communal walls. The home has been refurbished recently and the furniture, flooring, and decoration throughout is to a high standard. Plas Bod Llwyd has a food hygiene rating of five which equates to "very good" and ensures people can have confidence in their well-being around food quality. The environment, for example around fire and electrical safety, is regularly checked with systems in place to monitor this and several environmental audits show routine health and safety checks take place to ensure people are safe. The service promotes hygienic practices and manages the risk of infection well with supplies kept securely.

Leadership and Management

Effective management arrangements and oversight of the service are in place. Managers and senior managers know people well and demonstrate commitment to providing a good quality service. They ensure effective day-to-day management and oversight of the service takes place. Care staff told us managers are approachable, supportive, and always there to help or provide guidance. Staff have confidence managers will get things done, which ensures that any issues raised are dealt with quickly and effectively, ensuring people's needs are met.

A number of audits are routinely completed which assess the quality of the service. Regular meetings take place between the RI and management team. The RI routinely visits the service and gains people's views and opinions of the service. Comprehensive, detailed, and analytical quality of care reviews, both three and six monthly, are completed, the recommendations form part of an on-going action plan which drive forward improvements at the service. Senior managers monitor progress of meeting the recommendations. We found the measures in place to monitor the quality of the service provided are effective. This ensures the wishes of people living at Plas Bod Llwyd are heard and acted upon, and people's outcomes and well-being is met.

Care staff are suitably recruited, trained, and supported to perform their duties. The provider carries out pre employment checks in the form of Disclosure and Barring (DBS) and seeking former employer references. The necessary forms of identification are retained for staff. All care staff are registered with Social Care Wales, the workforce regulator. Newly appointed care staff complete an induction programme to ensure they can perform specific care tasks. Care staff training records indicate care workers have access to training opportunities, and care workers have completed an appropriate level of training to meet the needs of the people they are supporting, this was confirmed by care workers we spoke with. We observed care staff supporting people throughout the day which showed they understood and could meet the needs of the people they were supporting. Care staff are provided with support through regular supervisions, though we observed an open-door policy where care workers are encouraged to discuss people's needs swiftly, ensuring the continued provision of good-quality care. We saw documentation which showed care workers are employed in suitable numbers and in line with managers expectations. A member of the care staff team told us *"There are lots of staff day and night."* Another told us *"We have enough staff during the day."* Care staff being employed in appropriate numbers ensures people's support needs are met, and care workers are able to react to any incidents in a timely fashion. There are detailed and comprehensive policies and procedures in place which provides up to date guidance for care staff which ensures they support people consistently.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

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