



## Plas Cae Crwn



Plas Cae Crwn Care Home, Park Street, Newtown, SY16 1EW



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[www.shaw.co.uk](http://www.shaw.co.uk)

Date(s) of inspection visit(s):

03/06/2025

### Service Information:

Operated by:	Shaw healthcare (Cambria) Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	40
Main language(s):	English
Promotion of Welsh language and culture:	The service provider makes an effort to promote the use of the Welsh language and culture, or is working towards a bilingual service.

## Ratings:



**Well-being**

**Good**



**Care & Support**

**Good**



**Environment**

**Good**



**Leadership & Management**

**Good**

## Summary:

Well-being outcomes for people living at Plas Cae Crwn have improved since our last inspection. This process is ongoing but there is a genuine commitment by the management and staff to improve the service. The care staff team work hard to make sure people's needs are met. They treat people with respect and kindness and people told us most of the staff are lovely. Care staff mostly work well together to ensure both the care and support people receive and the environment they live in supports them to achieve good well-being outcomes.

Leadership and management of the service is good because the improvements made and the plans in place to make sure improvements are continuous, help to make sure people achieve good outcomes. There are effective quality assurance processes including regular visits from the Responsible Individual (RI). This helps to improve the culture in the service where people can have confidence in the management team.

## Findings:



### Well-being

Good

People's outcomes are good because they are treated with dignity and respect by a staff team who show a genuine commitment to supporting people in the way they want to be supported. Many have choice and control over their day to day lives including what they would like to eat, where they want to spend their day and preferences around personal care including having a shower or bath. We saw people spending time in various parts of the service, socialising with others or in the privacy of their own bedrooms. Care staff were seen chatting to people, involving them in making decisions that affect them. Interactions were kind and compassionate. People and visitors were mostly positive about the service saying the majority of staff are "*lovely*" and "*friendly*" and "*people seem much happier over the last few months.*" Information is available about what people can expect from the service in both the guide and statement of purpose as is the process to raise formal concerns and how these will be managed. Information can be made available in Welsh for people who want it. The provider recognises language and cultural needs of people and works towards promoting these.

People are mostly supported to maintain their physical and emotional well-being. Improvements are continually being made to the planned activities programme to make sure people can do things they are interested in. The activities coordinator was planning a quiz for the afternoon of our visit after speaking to every person individually in the morning. The hairdresser visits regularly. Meetings are held to find out what people would like to do but records of what activities people are involved with are not always kept, meaning it is not always clear if people are meeting their personal outcomes by doing things they enjoy. Visitors told us they always feel welcome when they visit the service. Lively conversations between people, visitors and staff were noted throughout the visit. Improvements have been made to information contained in personal plans, but this work is ongoing to make sure care staff support people in a way they want to be supported. Timely referrals are mostly made to health and social care professionals. However, this is an area along with timely record keeping that the provider is working to continually improve.

People live in accommodation which meets their needs. Bedrooms are personalised giving people a sense of ownership. There is a continued programme of refurbishment and redecoration as well as a programme of maintenance ensuring equipment and facilities are safe. Access to the service is via authorised personnel further promoting people's safety.



## Care & Support

Good

People receive support in a dignified and respectful way. Care staff interact well with people, gently offering encouragement when they need it, and people respond well to this. They clearly know people well and know what is important to them. They support people who need it with personal care including baths and showers. People told us *"I do like living here," "nothing is too much trouble, and the food is great"* and *"things seem to be getting better, I like it here."* Care staff receive training in topics including dementia, moving and handling and food hygiene. This helps them to provide good quality care.

People's needs are assessed before the provider agrees to provide a service. They talk to people and their relatives where possible about their needs and preferences. For people who wish, their personal plan is co-produced between them/their relative/representative and the care staff. Records we saw detailed people's likes and preferences and how staff should support them to achieve their well-being outcomes. The management team are aware further improvements are needed to record keeping making sure the electronic care record system, which gives instant access to peoples support needs is accurate. Whilst personal plans are reviewed regularly by care staff, involvement from the individual, their family/representative is not always evidenced. The manager told us more people are being encouraged to be involved but agreed record keeping needs to improve to reflect this.

People are mostly referred for appropriate care and treatment at the right time. Records show professionals including GP, district nurse and tissue viability nurse attend the service regularly. One professional told us the manager and staff action any suggestions they make quickly to promote good well-being outcomes for people. The manager is working towards ensuring improved record keeping so care staff have accurate up to date information particularly where care needs change. We found no action had been taken in one case where an individual had experienced weight loss. The manager assured us this will be addressed. People mostly receive their medication as prescribed. Staff have training relating to medication management and their competency to administer medication is regularly assessed. Reviews of medications take place regularly by health professionals. The provider carries out regular medication audits. We advised them to review the storage of medication trollies to ensure medications are always stored at the correct temperature.

Concerns about safety are listened to and the management and staff know their responsibilities around safeguarding and act accordingly. Where allegations of neglect or improper treatment are made, referrals are mostly made to the appropriate agencies. We saw the manager is working to ensure any identified issues through safeguarding incidents are addressed. We saw this includes referrals to health professionals including occupational therapists for help and advice. Care staff told us, and the management agree, communication between the staff teams needs further improvement to further promote good outcomes for people.

There are supplies of Personal Protective Equipment (PPE). The manager told us they follow guidance from the Environmental Health Officer (EHO) and will contact them to seek guidance on some practices we saw relating to the use of gloves.



## Environment

**Good**

People have access to communal and private spaces where they can spend time alone, socialise or entertain visitors. We saw people spending time in the lounges which are light and nicely decorated and in their bedrooms which were personalised with items important to them. Dining areas are bright and airy. Mealtimes are social occasions, and we heard people chatting and laughing together while having their lunch. People who wanted to, had meals in their bedrooms. Communal spaces provide opportunities for activities. There is also a separate room which could be utilised more for activities and recreation. The home was clean and tidy when we visited. Corridors were free of clutter. Toilets and bathrooms are accessible for people to use and allow people choice of either a bath or shower depending on their preference. There was evidence of re-decoration with bedrooms being painted and an ongoing programme of refurbishment including replacing flooring. Outdoor spaces are accessible, but some paths are uneven meaning they are not accessible to everyone. This has been identified by the provider as an area to improve. There is an inner courtyard which is an accessible private space but would benefit from further development to make it an inviting area to enjoy.

There is a system in place to regularly service, maintain and repair equipment and facilities to ensure good outcomes for people. Audits of equipment and facilities take place to identify any issues so they can be quickly addressed. Regular health and safety audits take place across the service as a further way to ensure good outcomes for people. We saw bilingual signage directing people to various parts of the service. There is a security system in place providing appropriate access to and from the premises. The service has achieved a level 5 food hygiene rating.



## Leadership & Management

Good

People have good well-being outcomes because there are effective quality monitoring systems in place which drive continuous improvements in the service. There is a new management team responsible for the day to day running of the service. They are working hard to promote a positive culture and ensure continuous improved outcomes for people. They recognise further improvements are needed around for example communication amongst the staff team and better record keeping. However, they are working to address this to increase confidence in how the service is managed. Comments about the management include *“always open to new ideas and suggestions to improve care for people,” “puts the needs of the residents first”* and *“fully committed to the home and staff.”* Regular audits of all aspects of the service take place so any issues can be identified and addressed in a timely way. The views of people using the service, staff, visitors and visiting professionals are sought in a number of ways including day to day discussion, resident/relative and staff meetings as well as surveys. The RI visits regularly and takes time to speak to people and review records. This information is used as part of the six-month quality of care review of the service to show what is working well and what needs to improve.

Policies and procedures are appropriate to the needs of people supported by the service. Care staff have access to these to guide their practice. They are reviewed regularly to make sure they align with current legislation and national guidance.

The care staff team work hard to meet the changing needs of people they support. We saw they were very busy during our visit, and they told us this fluctuates from day to day depending on the demands of the service. We discussed with the provider the need to regularly check the staffing levels to keep up with the changing needs of the people they support. However, comments from staff include *“there is a real sense of teamwork”* and *“there is always someone willing to help you out.”* A member of the staff team told us, *“When the shifts are full, it is a pleasure to work at Plas Cae Crwn.”*

There are good selection and vetting processes in place for hiring staff to ensure all staff are qualified and trustworthy. Records seen had evidence of current Disclosure Barring Service (DBS) checks as well as appropriate references. Care staff are registered with Social Care Wales the workforce regulator as appropriate. Records show improvements to the frequency of one-to-one meetings between staff and their line managers and annual appraisals of their performance are taking place. Training records show this is continuous and in line with the needs of the people they support. Staff said training opportunities are *“very good,” “helps you feel confident and competent in your role.”* Care staff tell us they feel supported by the manager who encourages them to continue to increase their knowledge and skills. Comments include *“amazing manager and*

*“encourages progression and nothing is too much trouble.”*



## 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.

**CIW has no areas for improvement identified following this inspection.**

**CIW has not issued any Priority action notices following this inspection.**



Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

**This report is also available in Welsh**

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