



## **Inspection Report on**

**Plas Eleri Nursing Home Denbigh Care Group Ltd**

**Plas Eleri Care Home  
Rhyl Road  
Denbigh  
LL16 5SU**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

**Date Inspection Completed**

**24/01/2024**

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## About Plas Eleri Nursing Home Denbigh Care Group Ltd

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Denbigh Care Group Limited
Registered places	34
Language of the service	Both
Previous Care Inspectorate Wales inspection	This was the service's first inspection following the above registered provider's registration with Care Inspectorate Wales (CIW).
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 receive the right care and in the way they wish to be supported. This is because each person's care needs are known before they move into the service, and this information is recorded within individual's personal plans. People and their relatives are involved in discussions regarding their care and people's preferences are respected. Risk assessments are used to manage known risks to people's health and safety. Relatives are happy with the service provided, and they describe the care workers as *"caring,"* *"welcoming"* and the manager as *"approachable."* Staffing levels at the home are sufficient, which means people receive their support at the time they need it. The staff receive appropriate training and supervision which support them in their roles. The manager and senior staff monitor the quality of the care delivered and the Responsible Individual (RI) visits the home regularly to oversee the safe running of the service. The environment is clean, comfortable and well-maintained.

## Well-being

Care workers treat people with respect. People are provided with the care and support they require, in a dignified way, and in their preferred way. Personal plans record how each person wishes to be supported and care workers follow this information. Care workers spend time sitting with people, they provide reassurances and comfort by appropriate use of touch, such as hand-holding. Relatives feel welcomed, they are happy with the care their loved ones receive and praise the standard of service provided. There are effective quality assurance arrangements in place to regularly monitor the quality of care provided and to check people (and their relatives) are happy with the service they receive.

Arrangements are in place to promote people's health. Care workers are familiar with people's medical conditions as this information is recorded within people's personal plans. Support is provided to ensure people have their medication as prescribed, which helps to manage their conditions and stay well. Advice is sought from health professionals when changes have occurred in people's health, and the guidance they provide is recorded and followed by care workers. Care, support, and specialist equipment are provided to manage the risk to people's skin, and to protect the skin as much as possible from damage. People's diet and fluid intake is monitored to ensure people are eating and drinking as well as possible.

People are protected from harm and abuse. There are systems and processes in place to ensure care workers are trained in how to safeguard people from harm. Safeguarding matters are reported to the local authority appropriately by senior managers. The RI has good oversight of safeguarding matters at the service.

The home is warm, spacious, and safe. Records show risks within the environment to people's health and safety are overall identified and managed. We saw the home is clean and well-maintained. RI reports evidence they have identified areas which require upgrading, which includes the ground floor main corridor flooring, and this will be prioritised during future works. This will ensure all areas of the home are well presented. People's own rooms are personalised with their own items of importance, which helps people to feel comfortable and at home.

## Care and Support

Arrangements are in place to understand people's individual care and support needs before each person comes to live at the service. We saw professional assessments are obtained as part of the process in place for considering if the service is suitable for each person. The manager and senior staff also meet the person, and their care givers, to discuss their needs. This means the manager is confident the service can provide the right support to the person.

Personal plans record in detail what support each person requires to meet their needs. They also record people's preferences for how they wish to be supported. What's important to each person, and their social life history is also documented. This information helps care workers to get to know each person and facilitates consistency in care delivery. Personal plans record strategies which are known to be effective when supporting people who display distress responses, associated with their dementia. Personal plans are reviewed every month, or when any changes to people's needs occur.

Effective measures are in place to protect people from harm and abuse. Care workers receive safeguarding training, and they understand their responsibilities in relation to protecting people. We saw safeguarding matters are appropriately reported to the local authority when required. The RI has firm arrangements in place to oversee safeguarding matters, and this involvement is recorded formally during each RI visit to the service.

People are supported to be as healthy as possible. We saw personal plans record people's medical conditions and how they are managed. Medication charts show people are receiving their medication as prescribed. Referrals are made to health and social care professionals for advice when changes occur in people's health. The guidance provided is recorded in people's notes. Families told us they are informed when any changes occur in their relative's health. People's skin are cared for and their diet and fluid intake are closely monitored.

This service is working towards providing the Welsh language active offer. There is a small number of care workers who can speak Welsh with people at the service who prefer to speak in Welsh. The manager told us they are trying to recruit more Welsh speakers and are encouraging care workers to learn basic Welsh phrases. Bilingual signage is provided within the environment and the Welsh culture is respected as an important part of people's identity.

## Environment

Care and support is provided within a suitable, clean and well-maintained environment. People's own rooms are made to feel as homely as possible, with framed photos of their relatives and their own soft furnishings from home. This enables people to feel comfortable as they have familiar items within their surroundings. Relatives told us they are happy with their loved one's own room. There are several lounges available for people to spend time in the company of others. A dining room is provided, which is decorated in the style of a café, where people can eat their meals, if they want to. There is accessible outside space available, with seating provided for people to spend time in the outdoors when the weather permits.

The home is clean and well-maintained. Ongoing maintenance takes place and any area which needs urgent action is responded to by the maintenance person. The RI has identified the flooring in the corridor of the ground floor requires replacing and they assured us this work would be completed soon.

Health and safety risks are appropriately managed. We could not access the building without care workers allowing permission for us to enter. This means people cannot walk into or leave the building without care workers' knowledge. This arrangement keeps people who use the service safe. The arrangements in place to store medication, cleaning and laundry products are safe. The kitchen has the highest possible award of 'Five (very good)' following a recent local authority inspection. Fire safety mechanisms are in place to ensure all the necessary precautions are in place in the event of a fire. Personal emergency evacuation plans (PEEPS) are in place, which records the support each person requires to leave the building in the event of an emergency. Other areas of health and safety, such as the servicing of lifting equipment, the testing of electrical equipment, the servicing of gas appliances and the testing of the water quality take place, as is required.

## Leadership and Management

Processes are in place to check care workers are suitable to work at the service before they are employed. We saw care workers complete an induction and mandatory training when they start to work at the service. One-to-one supervisions are provided, with the manager also receiving supervision support from the RI. Care workers are provided with appropriate training related to their work and are registered with Social Care Wales (SCW), the workforce regulator.

Staff rotas show staffing levels reflect the needs and the number of people who use the service. We saw care workers respond to call bells in a timely manner and people receive the support they require when they need it. Additional staff are employed to work in the kitchen, laundry and to undertake housekeeping tasks. An activities co-ordinator is available most days. This means care workers can dedicate their time completely to supporting people.

Structured arrangements are in place to regularly monitor the quality of the service provided. Policies and procedures support the smooth running of the service, in accordance with the statement of purpose. The RI undertakes regular formal visits to the home, to oversee the service delivered. Relatives told us the RI is approachable. Reports show the RI meets with people who use the service and their relatives regularly. They also often meet face to face with the management team and a variety of different members of staff to discuss the service provided. The RI checks the environment during their visits and proactively identifies areas which require attention. Progress made relating to these areas are followed up within the next RI visit. The RI demonstrates strong leadership at the service provider level, and they drive continuous development of the service.

People can raise any issues with the manager, or RI, and they feel confident their views would be listened to. A complaint policy is available which explains the response people can expect if they need to raise a formal complaint. The RI has oversight over the feedback received at the service and this is regularly monitored.

The service provider has good oversight of financial arrangements and investment in the service so that it is financially sustainable. We saw there are systems in place to ensure financial planning, budget monitoring and financial control are carried out effectively. This provides good financial stability at the service.

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

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. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement		
Regulation	Summary	Status



N/A	No non-compliance of this type was identified at this inspection	N/A
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