



Inspection Report on

Plas Mona Residential Care Home

**Ffordd Penmynydd
Llanfairpwllgwyngyll
LL61 5EX**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

28/02/2024

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About Plas Mona Residential Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Isle of Anglesey County Council Adults and Children's Services
Registered places	29
Language of the service	Welsh
Previous Care Inspectorate Wales inspection	31 January 2020
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 are very happy with the service provided and they feel at home. Each person receives the correct care and support to meet their individual needs, and in their preferred way. Care workers support people to follow their own preferred daily routine, and choices are available in relation to all aspects of day-to-day decisions. Arrangements are in place to enable people to be as healthy as possible. Varied activities are provided which encourage physical and mental stimulation. Relatives highly praise the service provided and they are also very happy with the care their loved ones receive.

The care home has a suitable environment which supports people to achieve positive outcomes. There is a choice of communal areas where people can enjoy the company of others, or they can decide to spend their time in their own room. People's own rooms are made to feel as homely as possible. Health and safety checks are completed to ensure the environment is safe.

There is strong managerial leadership in place which ensures the service provided is consistently of a high standard. Care workers are recruited safely, and they receive appropriate training. They enjoy their work, feel very supported in their roles and feel valued by management. The responsible individual (RI) regularly visits the service and checks the service is running smoothly and safely.

Well-being

People have control over their day to day lives. People create their personal plans with the manager and their views and wishes are recorded in their own words. Care workers confirmed each person is supported how they want to be supported. Residents' meetings take place regularly. This provides an opportunity for people to take part in discussions about the service provided. People's views are also sought during formal quality of care reviews, this ensures they shape the future development of the service.

People are happy because they can do the things they enjoy. A wide variety of different activities are available, which people can choose to take part in or observe if they prefer. We saw children from a nearby school visit the service to sing and spend time talking with people. People appeared to enjoy this interactive activity. Other activities provided include themed social evenings, visits from singers and local choirs, quizzes, bingo, weekly afternoon tea and pampering sessions. Families told us they are invited to participate as well. Technology such as interactive screens are used to enhance the opportunities available.

Safe and healthy relationships are promoted. Those living at the service have made friends with each other and they get on with the care workers who support them. We saw care workers speak with people in a kind, caring and respectful manner. Each person we spoke with highly praised the care they receive; *"Mond gair da i ddeud am y gofal"* (*"Only have a good word to say about the care"*) and describe it as; *"Da iawn"* (*"Very good"*). People also like the manager; they see them daily and feel they can approach them anytime they need to.

People are protected from harm and abuse. There is a safeguarding policy available and care workers receive relevant training. Care workers understand their roles and responsibilities in relation to keeping people safe. They are confident in what action they would take if they needed to report any safeguarding issues. The manager refers safeguarding matters appropriately to the local authority when needed. People told us they feel safe using the service. The recruitment of care workers is robust and safe and the environment is well maintained.

Care and support are provided in people's preferred language, be it Welsh or English. The Welsh language is recognised and valued as an important part of people's identity, and of the local community where the home is located. Care documentation is written in Welsh if this is people's preference. Bilingual singers visit the service and people enjoy watching Welsh language television programmes together in one of the lounges. Welsh radio is played within communal areas and signage within the home is bilingual.

Care and Support

The manager considers whether the service is suitable for each person before making an informed decision to offer people a placement. They complete an assessment of people's care and support needs before each person moves into the service. As part of the assessment relevant information is gathered from people, their relatives and the professionals who already know them.

People's individual personal plans includes their life history, what is important to them and how they prefer to be supported. Each person's specific care and support needs are recorded in detail. This ensures care workers provide the correct care to enable people to achieve their outcomes. Care documents record the support provided is in line with people's personal plans. We saw risk assessments are used to promote independence whilst also managing the known risks to people's health and safety. Personal plans are regularly reviewed and updated when required. Care workers confirm they have access to people's care documents, and they are informed when changes have occurred.

People confirmed care workers provide their care in the way they want to be supported. They told us; *"Gennod yn gwneud bob dim dwi angen, bob tro'n helpu"*, (*"Girls do everything I need, always helpful,*). Relatives told us they are kept up to date regarding their family member's well-being. They are also consulted when any changes occur, and they describe the care provided as *"Excellent"*. They told us care workers *"Go the extra mile, keen, friendly, positive and want to do their best."*

Arrangements are in place to support people to stay healthy and well. Personal plans record people's medical conditions and how they are managed. Medication is administered as prescribed, and support is provided to attend medical appointments. We saw emergency medical assistance is promptly arranged for people when their health needs suddenly change. A visiting health professional told us they always felt welcome, matters are referred appropriately to them, and the guidance provided is always followed. They highly praised the standard of care provided. We saw people are encouraged to be active and to participate in physical activities such as chair exercises and gentle yoga. A healthy, balanced diet is provided, and people's weights are monitored.

Environment

The home is a suitable environment, clean and very well maintained. There is a choice of communal lounges and a spacious conservatory area, where people can spend time with others or their relatives if they want to. There is a dining room where people can have their meals with others if this is their preference. Facilities are provided in an accessible kitchen area within the dining room, so people can help themselves to drinks. People's own rooms are made to feel as homely as possible, with framed photos of their loved ones and their own soft furnishings from home. This enables people to feel comfortable as they have familiar items within their surroundings. There is accessible outside space available, with seating and gardening facilities provided, where people can spend time outside when they want to. There is a plan in place for regular redecoration and the replacing of flooring which ensures the building feels very well cared for, fresh and a pleasant environment for people to live in. There is a choice of level access shower wet rooms or accessible baths available. Equipment such as hoists are also provided to support people with safe transfers.

Health and safety risks are overall appropriately managed. Ongoing checks are in place to ensure risks to people are identified and appropriate measures are in place to manage the known risks. Records show fire safety mechanisms are in place to ensure all the necessary precautions are in place in the event of a fire. 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 required. Personal emergency evacuation plans (PEEPS) are in place but are not always completed promptly following people's admission into the home. This document records the support each person requires to leave the building in the event of an emergency. We discussed this with the manager who assured us this matter would be immediately addressed.

Leadership and Management

People can access written information regarding the service provided. There is an up-to-date statement of purpose available which informs people what they can expect from the service. A service user guide is available which includes information regarding how people can raise a complaint if they need to. People and relatives told us they feel able to raise any issues they may have, and they describe the manager as “good” and “approachable”.

Systems are in place to oversee the smooth running of the service which ensures high quality care and support are consistently provided. People told us the manager visits each person every morning to see how they are and to ask if they’ve had a good night. Care workers told us the management team provide strong and clear leadership. Regular audits take place to regularly test various aspects of the service provided to ensure they are operating as they should be. External audits are also facilitated, such as medication audits. The RI regularly undertakes formal visits to the service to check the service provided is in line with the statement of purpose. During these visits the RI consults with people, relatives and care workers as well as completing spot checks of care documentation. Quality of care reviews take place twice a year which formally assesses people’s satisfaction with the service they receive.

Care workers are recruited safely and receive appropriate training relevant to the needs of the people they are supporting. We saw pre-employment suitability checks are completed before new care workers come to work at the service. Care workers complete an induction and mandatory training when they start to work at the service. Care workers told us they feel very valued and highly supported by senior managers. They told us their role made them feel “Fulfilled”, described the home as a “Wonderful” place to work with “Awyrygylch neis” (“Nice atmosphere”). One-to-one supervisions take place regularly and care workers confirmed they benefit from attending the sessions.

Staffing levels are appropriate to meet the needs of people living at the service. People told us they receive their support when they need it, without having to wait. Care workers confirmed staffing levels are safe, they can take their time to assist and spend time talking with people. Staffing levels are adjusted accordingly when people’s needs change. Agency care workers are used when required, however efforts are made to ensure the same agency care workers come to work at the service, so people are familiar with all the care workers providing their 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. 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
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N/A	No non-compliance of this type was identified at this inspection	N/A
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