



Inspection Report on

Preswylfa Nursing Home

**Preswylfa Nursing Home
20 Russell Road
Rhyl
LL18 3DD**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

17/05/2023

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About Preswylfa Nursing Home

| | |
|------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Type of care provided | Care Home Service Adults With Nursing |
| Registered Provider | Akari Care Cymru Limited |
| Registered places | 68 |
| Language of the service | Both |
| Previous Care Inspectorate Wales inspection | 17 November 2022 |
| Does this service provide the Welsh Language active offer? | 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 happy and are involved in any decisions, which affect them. Staff approach to care and support is kind and caring and people appear content. People's health needs are understood by care staff, and timely referrals are made to seek advice and guidance when needed. Care documentation reflects the person being cared for and reviewed regularly. There are several varieties of activities available for people to participate in. There is enough staff on duty to meet the current needs of people in the home. Staff receive regular training and support.

Systems are in place as part of quality assurance measures and people are asked for their views, such information assists the service provider in identifying what the service does well and where improvements are required. The home provides a comfortable environment for people to live in which is safe, clean, and meets their needs.

Well-being

People have control over their day-to-day life, they are listened to and involved in making choices and decisions. People who use the service provided CIW inspectors positive feedback and are complimentary of care workers and the manager. Care workers understand their individual roles and responsibilities and work together to ensure people's needs are met. Personal plans and risk assessments are detailed and provide guidance to care workers in the best way to support the person to achieve their personal outcomes. People are encouraged to make decisions on day-to-day matters such as meal choices when they want to get up and daily activities.

People are supported with their physical, mental health and emotional well-being. Staff are attentive, polite, and respectful to people and we saw many examples of this throughout the day. Care documentation shows people have good access to health and social care services and medical or other professional advice is sought in a timely manner. The care workers offer and top up drinks and refreshments throughout the day. People's likes and dislikes, allergies and specialist diets are known. People share good relationships with staff and this helps to support people's well-being and emotional health. There are opportunities to engage in an array of activities throughout the day.

People are protected from the risk of abuse and neglect. There is a robust safeguarding policy in place and all staff are trained in safeguarding adults. Recruitment checks are in place to ensure care workers are suitable for the role. Prompt action is taken by the service and notifies the relevant agencies of incidents, concerns, or safeguarding matters. Risk assessments are in place to provide guidance on how to keep people and others safe and are reviewed regularly. Care workers attend training in safeguarding and understand their roles in protecting people.

People live in accommodation which suits their needs. Standards of cleanliness and hygiene are good and regular checks, servicing and maintenance ensures the environment is as safe as it can be. There is an ongoing refurbishment programme in place to refurbish the laundry room. Bedrooms are personalised to varying degrees based on people's individual preferences. The service has been inspected by the Food Standards Agency and has a rating of 5, demonstrating the service is rated as very good.

Care and Support

People are confident they receive the right care, at the right time, in the way they want it. A wide range of information is considered before the service confirms they can meet a person's needs. A detailed pre-admission assessment is undertaken by an appropriately qualified member of the staff team. Personal plans are detailed with what care people need, and how to deliver it, noting things that work well. The provider encourages independence and supports people to do things for themselves if possible. The provider completes a person profile which gives a clear picture of the person, including their likes, dislikes, interests, and strengths. One person said *"This place has changed my life. I'm more than looked after. They keep me informed of how my husband is, if the manager has time, he takes me out in his car. The rest of the staff here are marvellous. I only have to push my button and they come straight away"*. We found call bells are within reach and answered promptly by staff.

People who live in the home are content and happy. We saw people enjoying themselves, being fulfilled emotionally, socially, physically, and intellectually and having events to look forward to. We saw staff being kind and gentle with people, and people responding well to that. People receive visitors at any time through the day, so their social needs are being met. The service offers people a variety of structured activities from arts and crafts, floor skittles, knitting, reminiscence games, music therapy and dance. The provider arranges entertainers to visit the service. People enjoy the baking workshop, the nail bar in the activities room and enjoy being involved in the garden club.

People benefit from a healthy diet, and we observed attention to people's nutrition and hydration. People enjoy appropriate, healthy, and nutritious meals and drinks. People are offered a choice of freshly cooked meals and a vegetarian menu is provided for those who want it. People choose when and where they have their meals, and we saw people eating breakfast at various times. We saw the mealtime was a relaxed experience with staff spending time with people. The provider offers an enriched mealtime experience, tables are laid with table clothes, cutlery, and condiments. A varied menu is on display and a 'lite bites' option is available. People told us they enjoyed their meal. We saw people's dietary requirements clearly detailed in care documentation and the information is available for kitchen staff. Those who are at risk of weight loss or dehydration are closely monitored and action is taken in a swift manner if any concerns arise.

Environment

The environment is clean and well maintained. We viewed a range personal and communal areas in the home, the dining area offers people a relaxed mealtimes experience. Individual bedrooms contain personal items and lots of family photographs and furniture. Corridors are spacious, and free from clutter enabling people to move around freely and safely. The activities area, which is a substantial space, contains a lot of materials to enable engagement with people, including, games, books, CDs, DVDs, art materials and a sweet trolley. Access to the outside area is safe and accessible for anyone wishing to enjoy the pleasant, enclosed garden. There is ample seating and different areas for people to use.

Systems are in place to ensure equipment is serviced regularly and assessments of the environment are completed to ensure ongoing safety to protect people from harm. We viewed Health and Safety records and cleaning and maintenance schedules. There is a robust system in place to protect the health and safety of people living in the home. Fire safety checks are complete as required, and staff receive fire safety training. The fire risk assessment is up to date. Service records for hoists are available to view and records confirm equipment is safe for use. There are policies and procedures for all aspects of the service and kept in files for easy access and information for staff. The laundry room is clean, tidy, and organised; however, it is in need of refurbishment. The management team are aware and have identified this as an area that requires improvement. Plans are in place to upgrade this room.

Leadership and Management

The service provider has governance arrangements in place to support the smooth operation of the service and ensure high quality care and support is provided. The Responsible Individual (RI) attends the service regularly and produces a report of their visit which evidences the RI speaks with people, staff and looks at the environment. The provider completes internal monthly audits pertaining to all aspects of the service which are used to monitor improvements. This information is shared with the RI and the quality team to determine additional ways to improve the quality of care provided. Audits viewed during the inspection included care documentation, environment, medication, and infection control. All staff feel well supported by their line managers and RI.

People can be assured staff members who support them complete a robust recruitment process and receive training to enable them to fulfil their roles. The care workers we spoke with confirmed they attend training and were knowledgeable about the people they care for and their specific needs which includes diabetes management, oral health care and manual handling amongst other specialist training. Staff files provide evidence the provider completes statutory recruitment checks prior to the staff commencing their role.

People benefit from a service where the well-being of staff is promoted and there is enough staff on duty. We saw staffing levels are sufficient to meet the needs of people and people we spoke with, and documentation seen confirmed this. The manager stated very little agency staff is used and there is an ongoing recruitment process in place. Staff supervision records confirm they are being held within the required timescales. Staff said they feel listened to, supported by management, and feel teamwork and staff morale has improved. One staff member said *"It is really nice here, we have been through the mill, we have ups and downs, since the new manager has taken over it is much better. It feels nice to say these things"* another staff member said, *"I love working here, we have so much training and support from the manager, I couldn't ask for a better team to work with"*.

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 |
|------------|---------|--------|
|------------|---------|--------|

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

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