

Inspection Report on

Plas Garnedd Residential Home

Plas Garnedd Residential 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
15 July 2021



About Plas Garnedd Residential Home

| Type of care provided | Care Home Service Adults Without Nursing |
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| Registered Provider | PLAS GARNEDD CARE LIMITED |
| Registered places | 28 |
| Language of the service | Welsh |
| Previous Care Inspectorate Wales inspection | 28 January 2020 |
| Does this service provide the Welsh Language active offer? | Yes - 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 living at the service and praise the standard of care they receive. Care and support is provided in a timely manner and in a person centred, respectful manner. People's individual needs are recorded in their personal plans and staff are familiar with people's preferences and how they wish to be supported. Risk assessments are used to manage identified risks to people's safety; including further details in relation to how the risks are managed would develop these assessments further. Staff enjoy working at the service, they take pride in their work and feel supported in their roles. Arrangements are in place to keep people safe and protected from harm. Pre-employment checks are completed to ensure staff working at the service are suitable to work with vulnerable adults. Staff understand their roles in relation to safeguarding. Staff are well supported in their roles and receive appropriate training. Systems are in place by the provider to monitor the quality of the service provided on an ongoing basis, in order to further develop and improve the outcomes for people who live at the service.

Well-being

People's rights are promoted as they are encouraged to have control over their day to day life. There are choices available to people in relation to the daily routines, such as when to get up in the mornings and when to retire for the evenings. People decide how and where they wish to spend their day, and whether or not they want to take part in any group activities. There are choices also available at meal times, such as the menu and where people would prefer to have their meals. Staff familiarise themselves with people's individual preferences and these are recorded within people's care documentation.

Physical, mental and emotional well-being is promoted through various ways. Health conditions are recorded in people's personal plans and support is provided with ensuring people have their medication as prescribed. Risk assessments are in place to identify risks to people's safety and these can be further developed by including further details in relation to how the risks are managed.

People are safeguarded and protected from harm. Staff who work at the home have been vetted to check they are suitable to work with vulnerable people. They are trained in how to identify abuse and can confidently demonstrate how they would respond to any safeguarding matter. A safeguarding policy is available to guide staff, but this requires updating to be in line with the current legislation.

The home is spacious, well maintained and safe. Risks to people's health and safety within the premises are identified and reduced which enable people to keep as much of their independence as possible. People's own rooms are all different and are personalised with their own familiar items to make it feel comfortable and homely for each person. Care and support is provided within a clean and safe environment, which also protects people's physical health and promotes their sense of value.

People have good relationships with the staff who support them and the people they live with. Arrangements are in place to enable people to see their family and friends, within a safe environment, which promotes people's emotional well-being. As many of the people who live at the service are local to the area, they already know some of the people they live with. This helps people to feel they have connections with those they live with. People and the staff at the service speak both Welsh and English, and this also enables people to feel they belong.

Systems are in place to protect people who use the service. A Safeguarding policy is available which informs staff of their roles and responsibilities in relation to protecting adults at risk from harm, abuse and neglect. This policy requires updating in order to be in line with the current Safeguarding national policy. Records we saw evidenced staff had received Safeguarding training and they have a good understanding of what they should do if they suspect, witness or abuse is disclosed to them. People told us they feel safe and secure living at the service.

Infection control and hygiene are promoted at the service. Staff undertake infection control training and wear personal protective equipment (PPE), of which there is a good stock readily available throughout the building. Checks are undertaken before visitors are able to enter the building, in order to reduce the risk of transmission of Covid-19, with records available to show this. There is an Infection Control policy in place with additional audits facilitated by external health professionals, facilitated by the provider, to promote good and effective infection control practices.

Overall, safe systems are in place for medication management at the service, but some improvements are required. People receive their medication as prescribed by staff who are trained in how to administer medication safely. Informal arrangements are in place for auditing the medication systems and we advised the manager these arrangements should be recorded, so they can be evidenced as being in place. CIW were provided with a medication audit template following the inspection. Two staff record within the controlled drug book the administration of controlled drugs. However, the person's medication chart should also record this, as per national pharmaceutical guidance. Staff must also ensure access to the medication trolley is always restricted to non-authorised persons.

Care and support is provided in a respectful, dignified and timely manner. People speak highly of the standard of care they receive and speak fondly of the staff supporting them. Staff are familiar with people's own routines, and make an effort to get to know their likes and dislikes. Care documentation are up to date and record people's health conditions, their individual care and support needs and how they are to be met. Improvements have been made to the recording of risks identified to people's safety, but further detail is required to the recording of how they are managed. Falls are recorded within the accident book, however including an analysis of the falls within each person's review would assist in assessing and mitigating people's on going risk of falls.

Environment

Care and support is provided within an environment which positively promotes people's achievement of their personal outcomes. The service is located within a residential area and within walking distance of the village centre where there are relevant community facilities and good access to public transport. The premises has level access to all areas, which makes it easier for people to move around inside the building, if they wish to do so.

All areas of the home are maintained to a high standard and there is a maintenance person available to attend to immediate health and safety issues as they arise. Housekeeping staff and care staff work together to ensure the communal areas, people's own rooms and bathrooms are kept clean and tidy. Additional sanitising is also undertaken during the current period of pandemic to help reduce the risk of transmission of the virus.

People's own rooms are personalised with their own items of importance, such as photos, plants, cushions and blankets, which creates an individual feel to each room. People told us they were happy with their rooms and they felt at home at the service.

Communal lounges of varying sizes and a conservatory are available for people to meet with others, away from their own rooms, if they choose to do so. The lounges are furnished with furniture and items which creates a home from home feel which helps to provide a comfortable environment for people to spend their time in. There are two dining rooms available and people can choose where they want to sit to have their meals.

People are able to spend time outdoors in the gardens surrounding the home, as they are accessible with several seating areas available. There are flat pathways outside where people can walk safely, or access using a wheelchair, and there are also grass lawn areas which are surrounded by shrubs and flowers.

Arrangements are in place to ensure people are cared for within a safe environment. We saw the local authority inspected the kitchen in May 2021 and had been awarded the highest possible score of five. Records are available to show health and safety checks are carried out routinely to ensure the premises are safe for people to live in. We discussed with the manager the door to the laundry should always be locked, as it contains laundry detergent, in order to protect the safety of people who have dementia.

Appropriate numbers of staff are provided to enable people to receive the care and support they need at the right time. People confirm staff respond to their needs as they arise and support is provided in an unrushed manner. This was also seen during the visit. Staff records evidenced pre-employment checks are completed before staff are appointed to work at the service, to ensure they are suitable to work with vulnerable people. Staff are provided with appropriate training to enable them to fulfil the requirements of their roles and to meet the needs of the people who use the service. Staff receive formal supervision from the manager, which provides the opportunity for reflecting upon their practice and identifying any additional training needs. Staff told us they enjoyed working at the service, felt they worked well as a team and also felt supported in their roles.

Policies and procedures are in place, as well as governance arrangements to support the smooth operation of the service. People at the service know who the RI is and how to get in contact with them, should they wish to do so. Arrangements in place to monitor the quality of all aspects of the service provided, on a daily basis by the manager who reports their findings regularly to the Responsible Individual (RI). Reports are available which evidence good communication between the RI and the manager in terms of ongoing monitoring of the standard of service provided. Audits, such as falls which have occurred at the service, are completed and record the type and nature of falls. The service also works with external health professionals to assess the quality of the service provided. This indicates a willingness to seek expert feedback on how to further develop and improve the service.

Arrangements are in place to ensure the service remains financially sustainable, and is able to withstand the challenges the Covid-19 pandemic has brought upon the service. Improvements have been made at the service since the last inspection, despite the pandemic, which has improved outcomes for people using the service.

| Areas for improvement and action at, or since, the previous i | inspection. Not Achieved |
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| None | |
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| Annon the management and the continue of | |
| Areas where priority action is required | |
| None | |
| | |
| Areas where improvement is required | |

None

Areas for improvement and action at, or since, the previous inspection. Achieved

Date Published 29/09/2021