



Inspection Report on

Plas Cwmcynfelin Ltd

**Plas Cwmcynfelin
Clarach
Aberystwyth
SY23 3DN**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

23/05/2022

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About Plas Cwmcynfelin Ltd

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Plas Cwmcynfelin Limited
Registered places	55
Language of the service	Both
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	No. This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service.

Summary

People value the care and support they receive, a person told us *“This is a great place, lovely views and lots going on”*. Care workers are guided by up-to-date person-centred plans that focus on people being as independent as possible. All the staff know people well and we observed many engaging and enthusiastic interactions. A care worker told us *“Things are well organised so we can spend time with people”*.

People enjoy a wide range of social activities within the service, gardens and from value the input visiting professionals. People are supported to access the local towns and amenities, a care worker told us *“The residents are going back out to their communities again has made such a difference to them”*

Representatives of people who live at the service are positive and one told us *“Overall the home is great, and I have no complaints”*. The Responsible Individual (RI) is currently managing the home and is in the process of appointing a new manager. People, their family members and staff value the RI and have trust and confidence in them.

Well-being

People speak positively about the service they receive. Personalised plans concentrate on things that matter to individuals and inform care workers about what is important, such as family and community engagement. The manager involves health and social care professionals to help people remain as healthy as possible. Activities are a key focus for the service and a representative said, *“the staff are fantastic, they always encourage her down to activities and to join in with things”*.

People are respected as individuals, and interactions with the staff team are friendly and encouraging. People live in a service that does not provide an 'Active Offer' of the Welsh language, but some staff are able to communicate to people in Welsh or English.

Recruitment and training ensure people get the right care and support, from skilled and knowledgeable care workers. Staff protect people from abuse and neglect and are fully aware of their responsibilities to raise concerns. People know how to make a complaint if needed and have confidence in the RI.

The environment is spacious and well maintained; there are many different areas for people to socialise and to do things that make them feel happy. Individual rooms can be personalised by the individual. The grounds and gardens are accessible for people to do things they enjoy and help them remain as healthy and active as possible.

Governance processes focus on developing the service by using information from internal auditing processes. The RI is involved in the day-to-day management of the service, people and staff talk to them about improving the quality of the service. This information is recorded in the six-monthly Quality of Care Reviews, but the RI does not complete Regulation 73 visit reports.

Care and Support

People are very positive about the person-centred care they receive. Interactions between staff and people are engaging and friendly, a person who lives in the service told us *“They have been fantastic and helped me re-build my confidence”*. Representatives of people are very positive about the service, and one said *“the home is excellent, and the staff are brilliant”*. Dedicated and passionate care workers support people to be as independent as possible and one told us *“I absolutely love it; it’s hard work but so fulfilling”*. Prior to admission the manager assesses a range of information from the person, their representatives, and external professionals. The service has detailed nursing assessments for how it provides care and support to people. Individuals complete ‘My Plan’ with their family before they move into the service. This document gives staff important information about the person, such as life history, family, work and leisure. Nursing staff regularly review plans with people and care workers, so they remain relevant. Daily notes record the care completed and would benefit from detailed information from the perspective of the individual about the activities they participate in. There is good evidence of health and social care professionals being involved with people documented. A visiting health and social care professional told us *“The home is well run, organised and they all have a very good understanding of what people want and what is meaningful”*.

Generally, medication is administered in line with the services’ procedures. However, during the visit, we noted a discrepancy with the amount of medication stored and recorded. The manager conducted an audit of the medication with a clear action plan and reported the matter to the appropriate agencies.

During the Pandemic care workers supported people to remain in contact with family and friends. Visits take place inside and outside of the service in line with individual risk assessments.

People enjoy a variety of activities and social events in the service, grounds and local area. A hairdresser, physiotherapist and aromatherapist visit every week and care staff are very positive about their impact, a care worker told us *“It makes a big difference when the physio visits people”*. Following the restrictions people enjoy accessing the local community once again and one told us *“I went to Aberystwyth last week for a pint and it was great, I can’t wait to go again”*

Sufficient staffing levels are in place to meet people’s needs. Care workers have a very good understanding of individual’s preferences and ensure they spend time with people. A worker told us *“We make the most of the quiet time and make sure we spend time chatting with people”*.

Environment

The service is divided into two buildings, the 'Main House and 'Coach House', both areas are homely, well maintained and make use of the well-presented and accessible grounds. The manager ensures the service supports people in line with their needs. People can use the many different communal areas to socialise with each other, everyone appears relaxed and comfortable. Individual rooms are personalised by people with their own pictures, paintings, furniture, models and cable TV. While being supported around the gardens by a care worker, a person told us *"It's so nice to have such beautiful grounds and I appreciate the chance to come outside and enjoy them"*. Family members are complimentary about the environment, and one told us *"The building is great, and the lounges are lovely, the dining room is set up beautifully at mealtimes"*.

Maintenance issues are resolved promptly and the domestic team are dedicated to keeping the building clean and fresh. There is a rolling programme of re-decoration and upgrades to bedrooms, communal rooms and bathrooms, a care worker said *"we are always updating the decor and it always smells fresh here"*. Regular Health and Safety audits of the property are completed. The home is compliant with Fire Regulations and testing of fire safety equipment is up to date.

Catering staff know people's likes and dislikes and involve them in menu planning. There is a four-weekly rolling menu and people make alternative choices if they wish. Mealtimes are a social event and a person told us *"the food is great and the dining room is lovely"*. When discussing the meals a family member said *"the food is excellent and they've got cups of tea and fresh cake on tap"*.

Additional COVID-19 measures are in place. There are sanitation stations throughout the service and a strict testing procedure for all visitors. The provider has policies and procedures to manage the risk of infection. There are good hygiene practices throughout, staff wear the correct PPE and follow the latest Public Health Wales guidance

Leadership and Management

The RI is currently the registered manager at the service and is transferring it to a suitably qualified and experienced manager. People involved in the service describe a very open and supportive culture. The RI is involved in the day-to-day running of the service, they are accessible and know people and their families well. Representatives appreciate the accessibility of the RI and one told us *"[RI] is brilliant, easy to talk to and we always chat when I visit"*. Care workers value the RI support and one told us *"There's a family feel here and we can discuss anything and we always have support from the management"*.

Arrangements are in place for monitoring and improving the service through the six-monthly Quality of Care Reviews by using information from internal audits. The RI is based at the service every day but does not complete Regulation 73 reports, they told us they will complete them every quarter and we will check in the next inspection.

All staff are positive about the leadership at the service, a care worker told us *"This is such a great place to work, I can't fault it"*. People talk to the senior staff openly and have built up positive relationships with them. Representatives know how to raise concerns if needed and one told us *"I have nothing but good things to say about the home, they are excellent"*.

Generally, policies and procedures are up to date but the legionella policy needs to be reviewed and updated, we will check for this in the next inspection. Staff have a sufficient understanding of key policies and demonstrate a good understanding around safeguarding. Care workers receive regular one-to-one supervision meetings and the appraisal programme has re-started following the pandemic. A care worker told us *"Supervision is great but we can stop and ask on of the nurses for support whenever we need it"*. Staff follow appropriate infection, prevention and control measures at all times.

Pre-employment checks take place before new employees start work. These include reference checks, right to work and Disclosure and Barring (DBS) checks. However not all DBS checks are re-applied for after three years, the RI completed the outstanding re-applications during the inspection.

Effective induction and ongoing training ensure staff have the right skills and knowledge to meet people's needs. Ongoing update training has been impacted by the pandemic, but refresher training programme has commenced. Care workers value the training and one told us *"I've done my E:Learning, moving and handling, dementia, death and dying and safeguarding, I've just started my NVQ 3"*.

The manager ensures adequate numbers of experienced care staff work on shift to meet people's needs. Care workers have built good relationships with people and understand their individual needs.

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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