



Inspection Report on

Plas y Dderwen Care Home

**Cilddewi Park Johnstown
Carmarthen
SA31 3HP**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

06/05/2021

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About Plas y Dderwen Care Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Barchester Healthcare Homes Limited
Registered places	69
Language of the service	Both
Previous Care Inspectorate Wales inspection	15.10.2018
Does this service provide the Welsh Language active offer?	The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.'

Summary

People receive a service that focusses on their individual needs through dedicated leadership and management and a committed staff team. People's individual health and wellbeing are central to those providing the care and support. People living in the service and their relatives corroborated this. The environment is safe and supports people to form social relationships. There is a range of monitoring, audit processes in place, and the Responsible Individual (RI) has good oversight of the service.

Well-being

People have their choices and views are recognised. People are supported to take part in one to one and group activities of their choice. One person told us *“there is always something to do”*. Care records reflect the individual needs and preferences of the person, however, further work is needed to ensure the person and /or their representative are involved in the care planning and review process. The RI seeks the views of people living and working in the service during actual and virtual visits. People have access to information about how to raise a concern if they need to, one person told us *“I will speak to the manager if I have any concerns”* and a relative told us *“I have had a copy of the homes complaints procedure”*. People can personalise their bedrooms with items important to them such as furniture, ornaments, photographs, posters and bedding. People are offered choices of meals and refreshments with alternative options readily available.

People are protected from the risk of harm and abuse. Care workers spoke caringly about the people living in the home and have a good understanding of the person, their needs and how to meet these. Care workers interact with and support people in a caring and thoughtful manner. Appropriate infection control measures are in place and staff are clear about their role and responsibilities around infection, prevention and control. The service is clean with no malodours, and there is an ongoing programme of maintenance and improvements. Recruitment measures ensure staff working at the home have the right skills and approach to care. The home liaises with health and social care professionals to ensure people remain as healthy as possible.

People enjoy healthy relationships. People we spoke with told us that they have developed social relationships since moving into the service. One person told us *“I meet X for lunch, we have a table of our friends, and this makes meal times all the more enjoyable”*. The ground floor communal area is one where people meet. We saw groups of people chatting, laughing and engaging in light hearted conversations.

Care and Support

Care and support is provided by dedicated staff who have a good understanding of the needs of those they care and support. Staff members spoke enthusiastically about caring for people and working in the service. One care worker told us *“we have had a difficult time during the Pandemic, but looking after our residents and keeping them safe is our priority”*. Staff positively and caringly interacted with people throughout the period of the inspection visit. People told us they are happy with the care they receive and praised the care staff; *“the carers are lovely, they work so hard”*, *“all the staff are marvellous, they look after us very well”*.

The kitchen has a five star food hygiene rating with varied menus offer daily choice. Contrast plates, mugs and cutlery are used to support people to eat and drink. Meal times appear to be a very positive and an enjoyable social event. We observed well-presented meals delivered to people who ate in their own rooms. Two people told us *“the meals are top notch!”* and *“beautiful”*

Sufficient staffing levels are in place to meet the care needs of people living at the service. Care staff told us they have enough time to support people appropriately. Staff respond to requests from people in a timely manner and interactions are friendly, respectful and unrushed.

Care staff have access to plans which outline the support people require to remain healthy. Care plans provide clear details of the needs of people and give a good sense of the individual. However, more work is required to demonstrate how the individuals and /or their representatives are involved in their care. Health and social care professionals are involved with people and this is documented in their care records. There are appropriate measures in place for the safe storage, administration and recording of medication. Care staff have a good understanding of safe medication practices and a good knowledge of the use of specific medications to support people living with Dementia

The service promotes hygienic practices to reduce the risk of infection. On arrival, we were requested to show a valid Lateral Flow Test, we gave our contact details and had our temperatures taken and recorded. Staff wear appropriate PPE and adhere to the current Public Health Wales (PHW) Guidance. The manager has worked with Environmental Health and the Local Health Board to ensure the service is meeting its obligations around infection, prevention and control measures. Policies and procedures are in place to support good practice and care staff are clear on these and their responsibilities around protecting people from infection.

Environment

Arrangements are in place to minimise risk to people's health and safety. Testing and servicing of fire-fighting and moving & handling equipment are completed within the required timescales. Personal Evacuation Plans are individualised and readily available in emergencies. Emergency alarms are accessible and when activated are responded to in a timely manner.

Infection, prevention and control measures are in place because of the pandemic with sanitation and PPE stations located throughout the home. COVID-19 testing procedures are in place for all visitors, who come to meet their loved ones at the home. Substances hazardous to health are stored safely and communal areas are uncluttered and free from hazards.

The home ensures the environment supports people to achieve their personal outcomes. The layout of the service enables people to use the facilities available to them safely. Décor is designed to stimulate and assist orientation. Garden spaces are safe and welcoming; and we observed many positive interactions in them. Communal areas are well used and a hub for people to gather and meet their friends for refreshments, beverages and a chat. People's bedrooms are personalised with items of furniture, ornaments, photographs and prints. The service is clean and there are no malodours.

Leadership and Management

There are thorough governance arrangements in place. The RI has undertaken Regulation 73 visits both virtually and physically at the service during the period of the Pandemic. The RI has provided CIW with copies of reports that identify people and staff are spoken with as part of his visits to the service. Staff and people living in the service confirmed this with us. There are a range of monitoring tools and audits undertaken by the manager and senior managers. Actions required from these audits and acted upon and reviewed regularly.

People are supported by staff who are knowledgeable, competent and fit to care for people living in the service. Staff told us they feel well supported by the manager and the organisation; *“the manager is very good, she listens to what you have to say. She is very knowledgeable”*. They feel confident if they have a concern they can speak to a member of the senior team, their concern will be listened to and acted on; *“I can speak to the nurse or the manager if I have a concern. I have confidence that I would be listened to”*. We also saw staff following appropriate infection, prevention and control measures and they were able to explain to us their responsibilities in reducing the spread of COVID-19.

Staff records show they receive a comprehensive induction, receive regular supervision and an annual appraisal. Staff attend a range of mandatory and specific training and the service’s training matrix corroborated this. Care staff told us about the training they have attended and were able to demonstrate a good understanding of their role in the protection of individuals and safe moving and handling procedures. There are up to date and regularly reviewed policies and procedures in place to support staff. Staff recruitment records hold all the required information and checks.

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

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

None	
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Areas where improvement is required

None	
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