



## Inspection Report on

**Cae Glas**

**Cae Glas Resource Centre  
Cardiff Road  
Pontypridd  
CF37 5AH**

## **Date Inspection Completed**

26/01/2023

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## About Cae Glas

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Rhondda Cynon Taff County Borough Council Adults and Children's Services
Registered places	39
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">29 September 2022</a>
Does this service provide the Welsh Language active offer?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

### Summary

An unannounced focused inspection took place to consider a Priority Action Notice issued at the last inspection. This relates to the theme of care and support around reviewing outcomes within personal plans. We did not consider the themes of the environment or leadership and management during this inspection. We found improvements have been made and personal plans now detail the extent to which people have achieved their outcomes. More generally, we saw people were well-settled at Cae Glas, and we saw people receiving dignified and respectful care.

## Well-being

As this is a focused inspection, we have not explored this theme in full. We will consider those areas raised as a Priority Action Notice, as well as feedback provided by people.

People are treated in a caring and dignified way by care staff. People appeared well cared for, at ease in their environment, and appropriately dressed. There appeared to be sufficient staff to provide support to people. The environment supported people's well-being, presenting as clean, tidy, free from malodours, with appropriate mobility equipment being used where needed.

## Care and Support

As this is a focused inspection, we have not explored this theme in full. We will consider those areas raised as a Priority Action Notice, as well as feedback provided by people.

Care staff have up-to-date knowledge of people's needs. Personal plans are detailed and have relevant up-to-date risk assessments in place. Personal plans are now all outcome focused, detailing what outcomes people have and the support needed. This is an improvement acted upon following the previous inspection. We saw reviews now consider the extent to which people have achieved their outcomes and show how people or their representatives are involved in reviews of plans. This is an improvement acted upon following the previous inspection.

## Environment

As this is a focused inspection, we have not explored this theme in full. We will consider those areas raised as a Priority Action Notice, as well as feedback provided by people.

While we did not explore this theme, it was clear the service is making significant efforts to redecorate and refurbish the environment. We saw communal areas had been redecorated and refurbished. The manager told us of plans for further redecorating works. The environment appeared bright, welcoming, and comfortable.

## **Leadership and Management**

As this is a focused inspection, we have not explored this theme in full. We will consider those areas raised as a Priority Action Notice, as well as feedback provided by people.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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
16	Regulation 16 (3)- Reviews of a personal plan must include a review of the extent to which the individual has been able to achieve their personal outcomes	Achieved

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
15	Regulation 15(1)(b) - The service provider does not consistently prepare a plan for the individual which sets out how the individual will be supported to achieve their personal outcomes. This is because we examined three care plans and saw a notable lack of consistency in recording outcomes in care plans, with many outcome sections having been left blank.	Achieved

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