



Inspection Report on

Y Plas Residential Care Home

**Y Plas
Llanelli
SA15 4LP**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

13/04/2022

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About Y Plas Residential Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Carmarthenshire County Council Adults and Children's Services
Registered places	30
Language of the service	Both
Previous Care Inspectorate Wales inspection	16 & 17 July 2018
Does this service provide the Welsh Language active offer?	Working Towards. 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

An experienced manager leads a dedicated staff team who are valued by people living in the service, their relatives and visiting professionals. The Responsible Individual (RI) uses their Regulation 73 visits and quality audit tools to ensure they have a good overview of the service.

The health and wellbeing of individuals is important to those working in the service. People and their relatives corroborate this. Care records provide a sense of the person but some details need to be updated. Care workers are well trained and knowledgeable about the people living in the service.

The environment is well maintained, clean with no malodours but communal bathrooms could be made more welcoming. There are appropriate infection prevention and control measures in place in line with current Public Health Wales guidance.

Well-being

People are protected from the risk of harm and abuse. Care workers are knowledgeable, well trained and care about the individuals living in the service. They also have a good understanding of people's needs and how best to meet these. Whilst care records provide information about the requirements and preferences of people, more details are required of the person's health conditions. The service liaises with health and social care professionals to make sure people remain as healthy as possible.

There are good recruitment, supervision and training procedures in place to ensure staff have the right skills, knowledge and approach to care. Staff respect the manager and they are well supported by the RI. Care staff are clear on their responsibilities to protect people and are reinforced by regularly reviewed and updated policies. Appropriate infection prevention and control measures are in place and staff are clear about their role and responsibilities. The service is clean, well maintained albeit communal bathrooms could be made more welcoming.

People's choices and views are recognised. The RI seeks the views of individuals living and those working in the service during Regulation 73 visits. People can personalise their bedrooms, are able to choose their meal preferences and can get up and retire when it suits them. The environment offers a number of communal areas for individuals to meet their visitors and develop friendships with other people living in Y Plas.

Care and Support

People are happy with the care they receive and compliment the staff, they told us, *“they [care workers] are so kind, nothing is too much trouble for them”* and *“the carers are very good indeed”*. Family members and visiting professionals also speak highly of the service including, *“it is well run, the staff genuinely care about the residents. They report any concerns. I have no issues with the care I have seen”* and *“they look after the residents well”*. A scarf aerobics activity proved very positive with people and staff. All those involved were seen laughing and enjoying themselves. In addition, a care worker sitting with an individual looking at and talking about bygone photographs proved to be similarly enjoyable for both.

Care staff have a good understanding of the needs of the people living in the service. They know about the people’s history and their specific care needs and daily preferences. Interactions between staff and people are kind and caring. Care workers enjoy supporting individuals and working in the service. They told us; *“it’s lovely, I’m happy here – seeing the residents happy, giving them 100% is so important”* and *“it feels great to be able to help the residents, we have such a lovely time”*.

All the people we spoke with tell us they feel safe living in Y Plas and feel they can raise a concern if they need to. One person told us; *“I will speak to the carers or the [manager] if I have a complaint”* and *“I raised a concern with the manager which has been addressed”*. There is a clear complaints procedure included in the information given to people and / or their relatives on moving into the service. Notices in communal areas also explain how to make a complaint.

Care and support plans have good details and give a sense of the individual. However, plans should accurately reflect the current needs of the person to ensure their care and support needs are met. This will also help workers have a better understanding of the person’s history. Where possible, people and or their representatives, sign their care plans to demonstrate they are involved in their care. Health and social care professionals are involved with people but this needs to be better documented in their care records.

Care workers respond to requests from people in a timely manner and interactions are friendly, respectful and unrushed. A proportion of the staff team are able to communicate in Welsh, which we observed during the inspection.

The kitchen has a five star food hygiene rating with varied menus offering daily choices. People told us *“the food is excellent, I can always have something different”* and *“the food is very good here”*. One person has a particular liking for certain meals and this is catered for. Menus are updated according to the season and in consultation with people. Meal times appear to be a very positive and an enjoyable social event. Meals are well presented, hot and choices readily available.

The service promotes hygienic practices to reduce the risk of infection. Staff wear appropriate PPE and adhere to the current Public Health Wales (PHW) Guidance.

Environment

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

Infection prevention and control measures are in place. There are sanitation and PPE stations located throughout the service. COVID-19 testing procedures are in place for all visitors. There are appropriate and safe measures to facilitate relatives and friends to visit. This is being kept under review. Substances hazardous to health are stored safely and communal areas are uncluttered and free from hazards. Domestic staff have the appropriate equipment to carry out their tasks safely. There are thorough maintenance checks, servicing and audits in place. The environment is clean and free from malodours.

In the main, the environment supports people to achieve their personal outcomes. There are a number of areas for people to meet and socialise which support friendships. People told us *"it's a lovely little lounge for us to meet and have a laugh"* and *"I'm waiting for my mate to join me"*.

Furniture and fixtures are well maintained. People's bedrooms are personalised with items of furniture, pictures, photographs and items important to the individual. Bedroom doors have a picture of the person or something that reflects their life or interests to help orientate. The communal bathrooms, whilst clean look clinical and not very welcoming for people to enjoy a bath.

The communal gardens offer people and their visitors' attractive areas to sit and socialise in warm weather. A new glass balustrade along a garden area offers people a safe place to use. Plans are afoot for a street party to be held in this area to celebrate the forthcoming Queen's Platinum Jubilee.

Leadership and Management

There are robust governance arrangements in place. The RI is in regular contact with the service and has undertaken the three monthly Regulation 73 visits. CIW have received copies of their reports, which demonstrates they speak to people and staff as part of the visits to the service. Staff and people confirmed this with us, one said; *“she [RI] visits regularly, always speaks to staff and residents”*. There are a range of monitoring tools and audits undertaken. Actions from the audits are acted upon and reviewed regularly. The manager receives regular supervision from the RI and feels well supported by her.

Staff are competent, knowledgeable and supported to care for the people living in the service. They attend a range of mandatory and service specific training and records confirm this. Care workers told us about the training they attend and demonstrate a good understanding of their role in the protection of individuals and safe moving and handling practices. Staff records show they receive a good induction, have regular supervision and an annual appraisal. A care worker told us *“I have supervision every two to three months. I have a written copy of my supervision”*. Staff contracts of employment are held in the Human Resources department but should be readily available for inspection.

People, their relatives and visiting professionals praise the staff and manager including; *“they are wonderful here. I couldn’t ask for any better”*, *“this is an excellent home – I really mean that”*, *“there has been improvements to the communication, and the carers are very good”*. Staff speak warmly about the manager and working in the service. They told us; *“she’s [manager] lovely, can speak to her if you have any concerns, “she’s [Manager] lovely I genuinely mean that, very approachable and kind, she will roll up her sleeves and help out on the floor. “We all work well together and this is a lovely home, the way it’s run, the staff, residents, it’s a happy place to work”*. Throughout the period of the inspection, staff sang with residents and amongst themselves adding to the welcoming and happy atmosphere in the service.

Staff follow appropriate infection prevention and control measures and are able to explain their responsibilities in reducing the spread of COVID-19. There are up to date and regularly reviewed policies and procedures in place to support staff.

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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