



Inspection Report on

Meddyg Care Dementia Home - Criccieth

**The Pines Care Home
Mona Terrace
Criccieth
LL52 0DE**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

23 November 2021

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About Meddyg Care Dementia Home - Criccieth

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Meddyg Care (Criccieth) Ltd
Registered places	40
Language of the service	Both
Previous Care Inspectorate Wales inspection	Manual Insert
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

Meddyg Care Criccieth provides nursing care for adults with an emphasis on dementia care. Care is planned in a person centred way. People live in an environment that is dementia friendly and are offered appropriate activities and social opportunities. Personal plans and risk assessments are kept up to date according to people's needs. People's health is monitored and they are referred to health care professionals in a timely manner if they have any issues. Several staff members are able to converse with People in Welsh as required. People's first language choices are recorded in the personal plans. There is a Covid-19 policy in place and families/friends are able to visit them on an appointment basis. Care staff have a good understanding of safeguarding procedures and are able to raise concerns should there be any. A catering company provides meals and special diets for people; care and kitchen staff told us the food was good. We saw people at high risk of falls have risk assessments and equipment in place to enable their safety.

The home has Covid-19 procedures in place and have plenty of Personal Protective Equipment (PPE), in stock for resident and staff safety. People have been vaccinated and regular flow testing is performed in the home.

Well-being

People are central to their plan of care. Nurses write people's personal plans according to their individual needs. This includes their likes and dislikes, normal routines, and how they like things done. Details of how to reassure people when they express anxieties are also included. People, events and interests that are of importance to people are detailed in their personal plans. Activities offered to people are appropriate for dementia care. We observed staff speak with people with dignity and respect and offer them daily choices. Many of the care staff are able to converse with people in Welsh as required. People's first language choices are documented in personal plans.

People's physical and mental health is monitored. People are referred to health care professionals in a timely way. There is evidence of GP and specialist reviews in people's personal plans. Advice and instructions given for people's care are carefully documented, as are outcomes. Risk assessments to ensure people's safety are in place and reviews dates are flagged up on the computerised system. We saw people who are at a high risk of falls have updated risk assessments in place and are provided with equipment to enable their safety. The manager has over-sight of monthly falls rates and is able to identify any patterns and issues. Notifications to Care Inspectorate Wales (CIW) and local authorities are timely. Personal plans are reviewed monthly or more often if required. The manager told us they could access medicine and psychiatric reviews as needed. Nurses told us they have a good relationship with the local pharmacy and can obtain medicines as required.

People are protected from abuse and neglect. Staff receive training regarding safeguarding. Care staff and nurses told us they feel confident in the safeguarding procedures and know whom to contact should there be an issue. People can access an advocacy service to represent them should they need it.

People can maintain contact with people who are important to them. The service has a Covid-19 visiting policy and residents can have planned visits from family and friends if it is safe to do so. People can receive visits within the home on an appointment basis to ensure the safety of all concerned. PPE stocks are plentiful in the home and we saw staff using it appropriately. People are enabled to access vaccines and there is a lateral flow testing process in operation in the home.

Care and Support

People receive the care they need. Nurses complete a pre-admission assessment for potential residents to ensure the service can meet their needs. The Statement of Purpose document explains what the service can offer. People's care needs are documented according to their individual requirements and are therefore, person centred. People's personal plans are computer based and the system alerts staff when reviews are required. Staff know people well, and we witnessed them offering people appropriate daily choices.

People can access diet and fluids to maintain their health. An outside catering company provides meals, snacks, and special diets. Care and catering staff said the food was fine and the portions good. We saw meals in the freezer that were of average size and saw cakes and fruit were on offer as snacks. People's weight and general health are monitored. People can access reviews from health care professionals as needed. Reviews and instructions are documented in people's personal plans including any medicine reviews and changes. The home can access medications for people as prescribed and medicine processes and storage are good. People are referred to health care professionals appropriately and in a timely way.

The home has a Covid-19 policy and procedure in place. We were asked for our lateral flow test results and temperature before entering the premises. Hand sanitisers are available for use and contain good levels of product. Care staff have training regarding Covid-19 procedures, testing and using PPE. We saw from personal plans, that people have received Covid-19 vaccines.

Environment

The environment is clean and homely. Corridors are free of trip hazards and fire exits are clear of obstructions. People's rooms are compliant to regulations and are clean. People are able to personalise their rooms with things that are of importance to them and help them to feel at home. The environment is dementia friendly with colours and textures included in the décor to stimulate people's senses. Memory boxes are used outside people's rooms so that people can recognise their rooms. We saw cleaning schedules for the home that are signed as completed by housekeeping staff.

Health and safety assessments are in place and are up to date. Fire safety checks are completed weekly. Electrical equipment is tested regularly to ensure its safety. People are provided with equipment that is suitable for their care; this is serviced as per manufacturer instructions to ensure it is in good working order. The home's lift is regularly serviced and a risk assessment is in place should it break down.

Leadership and Management

Governance arrangements are in place to support the smooth running of the home. The provider has conducted their visits as per the regulations and has produced quality assessment reports regarding the home. The provider visits the home regularly and can be contacted by the manager as required.

Recruitment practices are good in the home. We saw personnel files are in good order, and have checks in place to ensure staff are appropriate to work with vulnerable adults. Care staff receive training to ensure they have a solid knowledge base in order to give the care needed by people with an emphasis on dementia care. The home has their own trainer to ensure staff training is ongoing and compliant to regulations. Staff told us they receive training, support and supervision in order to perform their daily roles.

The service has not declared they have financial concerns. There is an ongoing maintenance programme in the home. There are plentiful stocks of fresh food. The service is actively recruiting staff to ensure work shifts are adequately covered.

