



Inspection Report on

Rhosyn Melyn

**Plas Rhosnesni Nursing Home
Cefn Road
Wrexham
LL13 9NH**

Date Inspection Completed

Date_Last_Inspection_Completed_

30 June 2022

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About Rhosyn Melyn

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Plas Rhosnesni Ltd
Registered places	66
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection since the service re-registered under RISCA
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

We found people are supported and encouraged to participate in activities. Care staff know people and their care needs well. Management has efficient and proactive oversight of care provided; appropriate and prompt responses are taken to incidents and issues. The environment is clean and in the process of refurbishment.

Well-being

People have control over their day to day lives. People have their own routines and are supported and encouraged to get involved. Activities are promoted and in the process of being established. Management's oversight is planned to ensure people are supported by care staff who are best matched to meet people's needs. There are several communal areas where people can spend their time. People can choose to spend time in their rooms if they prefer to.

Care staff encourage and prompt and know people well. We observed people being supported by staff who are kind and patient. Management is effective in overseeing and ensuring people are cared for by a consistent staff team, where possible. The environment is safe and allows people to be supported to be as independent as possible.

There are measures in place to ensure people are safe. Care staff know what to do if they are concerned about someone's safety and how to report. Preventative measures are in place, including risk assessments, to accompany individual care plans. Care staff are trained in areas, so they know how to keep people safe, including, moving, and handling, safeguarding, health and safety and infection control. The environment is secure.

Care and Support

People feel confident that the service provider has an accurate and up-to date plan for how their care is to be provided to meet their needs. Personal plans detail how individuals can best be supported to meet their personal outcomes. We saw comprehensive pre-admission assessments to determine whether the individuals need can be met by the service. The personal plans we reviewed included an in-depth background of the individual, including their life history and what matters to them. Plans describe in detail how people can be supported with eating, drinking, and mobilising. Personal plans are reviewed regularly to ensure that the care provided continues to meet the persons needs and when changes have been identified.

Individuals are supported to access healthcare and other services to maintain their ongoing health, development, and wellbeing. Referrals and correspondence with external health professionals are documented within the personal plans. The service effectively records communication with family and friends. Family of residents told us that the service always keeps them up to date with any changes or concerns. The service is responsive and proactive in identifying and mitigating risks, we saw risk assessments in place that are thorough and are reviewed regularly, including after changes to the individual's needs.

People are provided with the quality of care and support to meet their needs. The service engages with the individual and considers their personal wishes, aspirations and outcomes of any risks and specialist needs which informs their needs for care and support. People experience warm and friendly interactions. We observed positive interactions between people and the care workers at the home, people were treated with dignity and respect. Care staff provided care in a patient and calm manner. People told us that they are happy with the care and support provided at the service. Independence is promoted and encouraged, feedback from Service Users included *"I feel independent, and I am happy about that"* and staff are *"very caring and listen to you"*. People told us that they are happy with the food and the portions provided and the service cater to their needs and preferences. There is an activities co-ordinator at the service, people reported that they are happy with the activities available.

The service has in place effective mechanisms to safeguard people. There are up-to-date policies and procedures in place which are aligned to current legislation and guidance. Care staff are trained in safeguarding and know what to do if they are concerned about people. Management have effective oversight in any concerns or safeguarding issues and take appropriate action; they work effectively with relevant professionals. We observed risk assessments are in place to keep people safe.

The service promotes hygienic practices and manages the risk of infection. Effective infection control measures are in place. On the day of our visit care staff were wearing personal protective equipment (PPE). Staff have access to PPE stations which are situated throughout the home. We saw that there were sufficient supplies to create a safe working environment.

Environment

The service provider ensures that care and support is provided in a safe, secure, and clean environment. People have access to communal areas and can choose where they prefer to spend their time. People's bedrooms contain personal belongings to create a more homely environment. Communal areas are well maintained and provide a safe environment to socialise with others. We saw areas which require improvements to be made, there is an ongoing decoration programme taking place. The service has a maintenance programme in place, where identified improvements are reported, and it is logged once completed. We found that not all wardrobes and other heavy items are securely attached to the wall. Management assured us that the tasks discussed will be addressed by the maintenance team.

The service provider identifies and mitigates risks to health and safety. Appropriate safety equipment is in place to create a safer environment and to support individuals to achieve their personal outcomes. The service has an effective health and safety auditing system in place which are reviewed monthly. Visitors to the service are required to sign the visitors log on arrival and to complete the appropriate Covid-19 checks.

Leadership and Management

The provider has effective governance arrangements in place to support the smooth operation of the service and ensures there is a sound basis for providing high quality care and support for people, to enable individuals to achieve their personal outcomes. The responsible individual (RI) has good oversight and governance of the service, to ensure the best possible outcomes are achieved for people using the service. We saw evidence of the RI fulfilling the regulator visits and evidencing their oversight of the service. The service gathers information to make improvements and to monitor progress. Policies and procedures are in place, which are regularly reviewed and meet current guidance and legislation.

The provider has oversight of financial arrangements and investment. Care staff are currently in the process of being recruited. The provider has also invested in agency care staff to cover sickness and absence. We evidence food stock is of good quality and available and outside agencies are resourced to provide training, and safety checks.

People are supported by a service that provides appropriate numbers of staff who are suitably fit and have the appropriate knowledge, competency, skills, and qualifications. Care staff provide the levels of care and support required to enable people to achieve their individual goals. Staffing levels vary partly due to pandemic pressures and the current recognised difficulties in recruitment in the care sector. Agency workers are appointed when there are staff shortages. The service is currently recruiting permanent staff. We evidenced sufficient staff numbers when we visited the service, with the use of agency workers. Overall, opinion regarding staff support is varied. Most of the staff feel supported by the management team. The care staff we spoke to told us that they have sufficient training and supervision to enable them to provide the care people need. Most staff said they feel able to approach management to discuss any concerns. We reviewed a sample of staff files, which evidenced management ensure the appropriate checks are completed prior to new staff joining the service. Care staff receive regular and up to date training to ensure they are competent to fulfil their roles. Care staff who administer medication undertake the appropriate training and competency checks. Records evidence that staff are provided with regular supervisions and annual appraisals, in line with regulatory requirements.