



## Inspection Report on

**Pennal View Residential Care Home Ltd**

**Pennal View Residential Home  
Blaenpennal  
Aberystwyth  
SY23 4TR**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

**Date Inspection Completed**

17/02/2023

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## About Pennal View Residential Care Home Ltd

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Pennal View Residential Care Home Ltd
Registered places	16
Language of the service	Both
Previous Care Inspectorate Wales inspection	<a href="#">This is the services first inspection under Registration and Inspection of Social Care Wales Act (RISCA)</a>
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

### Summary

People are very happy with the care and support they receive. There is a friendly and family culture at the service. A person who lives in the home said *“Staff are wonderful, so caring and helpful”*. Staff know people well and we observed many warm and friendly interactions. A care worker told us *“I love the residents and we all get along well”*.

The environment is well maintained and people spend time in communal areas or in their own rooms. Staff support people to remain active members of their local community and family and friends visit regularly. A visiting family member said *“There’s always a nice welcome when we arrive”*.

Representatives of people who live at Pennal View are positive about the service and one told us *“She (family member) came for a couple of weeks last year and has decided to stay, she’s very happy here”*. People, their family members and staff appreciate the openness and availability of the Responsible Individual (RI) and manager. They have trust and confidence in them.

## Well-being

People are very positive about the service they receive. Personal plans focus on care tasks and can be improved with more information about things that matter to people. The manager involves health and social care professionals to help people remain as healthy as possible. People are respected as individuals, interactions with the staff team are understanding, warm and friendly. People live in a service that provides an 'Active Offer' of the Welsh language, which means they can communicate in Welsh or English as they choose.

People get the right care and support, from skilled and knowledgeable care workers, who are appropriately recruited. Staff protect people from abuse and neglect and are fully aware of their responsibilities to raise concerns. People can make complaints if needed and have confidence in the manager.

People are happy and relaxed in the homely environment. There are communal areas for people to socialise in and to do things that make them feel happy. Bedrooms can be personalised by the individual. The grounds and gardens are accessible for people to do things they enjoy.

Governance processes focus on developing the service by using information from internal and external audits. The RI is involved in the day-to-day running of the home, people and staff talk to them about improving the quality of the service. This information is recorded in quarterly Regulation 73 visit reports and the six-monthly Quality of Care Review.

## Care and Support

People are positive about the care and support they receive. Interactions are warm and friendly. A person who lives in the service told us *“The girls (care workers) are wonderful and look after me so well, they are fantastic”*. Representatives of people are very happy with the service and describe a caring and family orientated culture. A family member told us *“I’m very happy with the home, the staff are very good, very patient and she always says they are nice”*. Staff know people well and are passionate about the impact they have on people; a care worker told us *“It’s so rewarding making people smile and happy”*.

The manager assesses a range of information from the person, their representatives and external professionals. The service has accurate and detailed plans for how it provides care and support to individuals, these would be improved by adding more information about the person, their history and goals. People, their representatives and staff told us the manager regularly reviews plans with them but this is not recorded in sufficient detail. The manager intends to address this and we will check these records in the next inspection. Daily notes record the care and support completed and often reference ‘usual day’ but no further detail from the perspective of the person. The manager intends to improve these and we will check for more accurate records about the impact of social activities in the next inspection. There is good, documented evidence of health and social care professionals being involved with people. A healthcare professional who visits the service told us *“We have no concerns and the people seem very happy and well cared for”*.

The staff work as a team and there are sufficient numbers of care workers in place to meet the needs of the people living at the service. Staff have a very good understanding of individual needs and preferences and ensure they spend time with people. Care workers told us about the benefits of the activities at the home and are always looking for new ideas to stimulate and entertain people. We were shown photographs and videos of people happily engaged and enjoying singers visiting, theme nights, quizzes and pet therapy.

The provider has policies and procedures to manage the risk of infection. There are good hygiene practices throughout and staff follow the latest Public Health Wales guidance.

## Environment

The environment is comfortable and homely. People use the main lounge to socialise with each other or the second lounge to meet family or friends. People move around the home as they choose and appear relaxed in their own rooms and communal areas. Individual rooms are personalised by people with their own pictures, paintings and furniture. People enjoy the views from the property and benefit from accessing the grounds during the warmer months.

Staff are dedicated to keeping the building clean and fresh. Maintenance issues are resolved promptly and regular Health and Safety audits of the property are completed. The service is compliant with Fire Regulations and testing of fire safety equipment is up to date. Cleaning materials are generally stored safely in line with Control of Substances Hazardous to Health (COSHH) regulations. We found cleaning solution in a communal bathroom. The manager removed this immediately and returned it to the secured cupboard.

Staff involve people in menu planning and know individual's likes and dislikes. We observed staff simply asking what people wanted for supper and taking the orders back to the kitchen to be cooked. A care worker told us *"We know what people usually like but they can just ask us for what they want and we make it"*. When discussing the meals, a family member said *"[Person] was a home cook and tells me she really enjoys the food"*

## Leadership and Management

The RI is involved in the day-to-day running of the service, he is accessible and knows people, their representatives and staff well. A person who lives at the service told us “[RI] is always about and helps me if things need to be fixed in my room”. A family member said “[RI] is very helpful”. Care workers describe the RI as accessible and supportive, one told us “[RI] is on site most days and he helps with any problems and requests. I can suggest things to improve the home”. Formal arrangements are in place for monitoring and improving the service through the RI’s Regulation 73 visit reports. The Quality of Care Review uses information from surveys, internal and external audits and lists actions to improve the quality of the service.

Staff are positive about the leadership at the service. The manager is approachable and helpful and shares their time between directly working with people and administrative duties. A care worker told us “[Manager] is really good, approachable, helps with problems and resolves things quickly”. People know the manager well and have built up positive relationships with them, an individual told us “[Manager] is very good, she always helps out when needed and checks in to make sure I’m Okay”. Representatives value the managers presence at the home and the relationships she has with people. A family member told us “[Manager] has a good way with [person] and she’s very patient”. People and/or their representatives know how to raise concerns if needed.

Policies and procedures are up-to-date and staff understand them. Care workers receive regular one to one supervision and an annual appraisal and feels the managers accessibility is of great benefit. Staff demonstrate a good understanding around safeguarding and follow appropriate infection, prevention and control measures. The service responds to safeguarding matters but must ensure all future issues are reported to the relevant bodies in a timely manner.

Pre-employment checks take place before new employees start work. These include reference checks, right to work and Disclosure and Barring (DBS) checks. Effective induction and ongoing training ensure staff have the right skills and knowledge to meet people’s needs. Care workers told us “During my induction I was given time to get to know people” and “Training is good; helpful and helps me to stay on top of things”.

The service is clear about the level of support it offers people and there are adequate numbers of experienced care staff on shift to meet everyone’s needs. Care workers have built good relationships with people and understand their individual needs, one told us “I absolutely love it and I never thought I’d like it so much. I love the different characters”.

### 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

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
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N/A	No non-compliance of this type was identified at this inspection	N/A
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