



Inspection Report on

Plas Garnedd Residential Home

**Plas Garnedd Residential Home
Ffordd Penmynydd
Llanfairpwllgwyngyll
LL61 5EX**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

24/06/2024

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About Plas Garnedd Residential Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	PLAS GARNEDD CARE LIMITED
Registered places	28
Language of the service	Welsh
Previous Care Inspectorate Wales inspection	15 July 2021
Does this service promote Welsh language and culture?	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

People are settled and are happy living at the home. They have positive relationships with each other, the care staff supporting them and the manager. Various activities are facilitated which provide people with opportunities to socialise with others living at the home. Access to health and social care professionals is arranged in a timely manner and people are supported to stay healthy. Some people using the service don't have a personal plan in place to record their care needs and how they should be met. Additionally, risk assessments are not always in place when required. Urgent action is required to address this issue.

Care workers are recruited safely, they enjoy working at the service and feel very well supported by the manager. Staffing levels are adequate, kitchen and housekeeping staff are also deployed. Not all staff have completed mandatory training related to their roles and urgent action is required to address this issue. The arrangements in place for monitoring the quality of care and service provided is ineffective and urgent action is required to address this issue.

The environment is accessible, clean and well-maintained. People's own rooms are personalised, and communal areas are homely. We found risks to people's safety within the home which had not been identified by the service provider. Urgent action is required to ensure the environment is safe and to improve the infection control measures in place.

Well-being

Arrangements are in place to protect people from abuse and neglect. Care workers are confident in the action they should take if they have any concerns regarding people's welfare. They told us they would report matters to the manager and they are sure appropriate action would be taken. Most care workers have completed safeguarding training, but not all. There is a safeguarding policy in place which care workers can refer to for guidance, if required.

The service is provided in people's preferred language. The Welsh language is recognised and valued as an important part of people's identity and of the local community where the home is located. Many care workers, and the manager, are bilingual. This means people can express their needs, feelings, and emotions in the language they feel most comfortable in speaking, and care workers can understand them.

People are happy living at the home, and they praise the service they receive. They told us "*Lle braf i fyw*" ("*pleasant place to live*"), "*Staff annwyl*" ("*dear staff*"), "*Staff arbennig*" ("*Special staff*"). They feel welcome and reassured knowing care workers are there if they need their support. People are supported to stay well and to be as healthy as possible. Relatives told us they had good communication from the home, and they are also happy with the service provided. People's needs are not always recorded within personal plans and this area of the service needs urgent attention.

Choices are provided which enables people to feel they have control, but people's right to confidentiality is not always protected. People told us they choose their own daily routine, such as the time they get up in the morning and go to bed in the evening. Activities are provided, such as gardening, gentle exercise, arts and crafts, and a visiting pet therapy dog. People are encouraged to spend time with others, but care workers respect people's wishes if they prefer to stay in their own rooms. Information regarding the service provided is available and people feel able to raise any issues they may have. Sensitive and confidential information is not always stored securely, and this is an area of the service which requires urgent attention.

The environment is clean and homely, but risks to people's safety are not always identified. People are happy with their own rooms, and they can make them feel like their own space. Infection control risks, and health and safety risks, are not always identified. This means people's safety is not fully protected and this area of the service needs urgent attention.

Care and Support

Support is provided to enable people to maintain their health. Records show health and social care professionals are appropriately contacted for advice when any changes occur in people's circumstances. People told us care workers arrange medical attention on their behalf "*Yn syth*" ("*Immediately*") when required. Relatives confirmed this, and they told us the manager always informed them of any changes in their family member's health conditions and their medication. A healthy and nutritious diet is promoted, and choices are available at all mealtimes.

Personal plans are not always in place to record each person's specific care needs and their individual preferences for how they wish to be supported. This means care workers do not have access to written information regarding what people can do themselves and what tasks they require support with. There is no written plan in place to guide care workers regarding how they should meet each person's needs. This creates a risk not all care workers will know the support each person requires and potentially cause inconsistencies in the care people receive. We have issued a priority action notice, and the provider must take immediate action to address this issue.

Care documentations are not always written in a sensitive manner and confidential information is not always securely stored. We saw people's personal data was visible in communal areas, where they could be viewed by unauthorised persons. We also saw information regarding people's care and support needs were visible within their own rooms, where they could be viewed by visitors. This affects people's right to privacy. We discussed this with the manager who told us this information was displayed to guide newer care workers how to meet the person's needs. This information should be recorded in people's personal plans for care workers to view. We have issued a priority action notice, and the provider must take immediate action to address this issue.

The infection control practices in place are not robust and does not fully protect people from the risk of infection. We saw the arrangements in place to reduce the risk of the spread of COVID-19 during an outbreak were not robust and did not protect people's health. Additionally, we saw toiletries and prescribed skin creams were stored in communal bathrooms. It was difficult to know who they belonged to, and this posed a risk they may be used by others. We have issued a priority action notice, and the provider must take immediate action to address this issue.

Environment

Support is provided within a homely and comfortable environment. People can make their own rooms feel like their own space, by having their own important items around them. We saw people have photographs of their family on display in their rooms and have their own soft furnishings such as blankets and cushions from home. People told us they are happy with their rooms. There are a choice of different lounges and a conservatory where people can spend time with others, or their visiting relatives, if they want to. There is also a choice of dining rooms available. Communal areas of the home include photos of people participating in various activities which have taken place at the service. Bookshelves are available with a variety of books which people can borrow if they want to. Seating areas are available outside, and we saw people use this area to spend time with their relatives in the sunshine. The gardens are well presented with trees, shrubs and flowers making it a pleasant place to sit outside.

Health and safety risks within the environment are not always identified and managed and this is placing people's health and safety at risk. During our walk around the home, we saw several examples where risks had not been identified and this meant people using the service were not fully protected from harm. We saw chemicals were not stored securely. We saw heavy furniture was not secured to the wall and radiators were not suitably covered, and they posed a risk to people should they fall. In relation to fire safety, weekly fire alarm tests take place, and the fire alarm system is serviced when required. The kitchen has a food hygiene rating of four, "good", following a local authority inspection. Documents show the most recent servicing of gas appliances took place in February 2022. This means the gas appliances were overdue a service inspection to ensure they are operating safely. The responsible individual (RI) took immediate action following the inspection to address this matter. We have issued a priority action notice, and the provider must take immediate action to address all of the health and safety issues.

Leadership and Management

Care workers are recruited safely, they enjoy their work and feel very well supported in their roles. Documents show checks take place before new care workers come to work at the service, to ensure they are suitable to work in a care home. Care workers told us they like getting to know the people they support and learning about their life histories. Some care workers have worked at the home for many years. Newer care workers told us they hope to continue to progress in their career and take on more responsibilities at the care home. Team meetings take place regularly and care workers find them beneficial. Each care worker has one-to-one supervision sessions with the manager every three months. This allows protected time to discuss their work and identify any training needs. Care workers feel highly supported by the manager. They told us the manager is “*Approachable*” and supports them to become more confident in their roles. Staffing levels are adequate to meet people’s care needs. Care workers told us they can be very busy, but they usually have enough time to spend with people to meet their care and support needs. Kitchen and housekeeping staff are deployed so care workers can dedicate their time entirely to supporting people.

Not all care workers and other staff working at the service have completed training relevant to their roles. The training record we saw showed several members of staff had not completed mandatory training including safeguarding, fire safety, first aid, infection control and dementia training. Additionally care workers are not provided with training regarding the specific health conditions affecting people living at the home. The care records we saw indicated this was impacting upon their understanding of how different health conditions will affect each person’s specific care and support needs. Providing specific training regarding health conditions will improve outcomes for people who use the service. Following our visit we saw the RI had an action plan in place to address the care worker’s training needs. We have issued a priority action notice, and the provider must take immediate action to address this issue.

The arrangements in place for monitoring, reviewing, and improving the quality of the care and support provided are not effective. Several changes have occurred within the leadership and management of the service during the past three years. A quality-of-care review should take place at least every six months, but records we saw showed the reviews were occurring annually. The review report did not include an analysis of data related to incidents or near misses, such as falls, although we saw accident records which showed several unwitnessed falls had occurred. Additionally, the review report did not include any audits of records completed, such as personal plans.

The quality-of-care systems in place had not identified the areas of the service which we found during our visit require urgent attention. We have issued a priority action notice, and the provider must take immediate action to address this issue.

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
15	People do not always have personal plans in place to record their care and support needs. Ensure people have personal plans in place to record what their care and support needs are, how they should be met and what outcomes people want to achieve. Risk assessments are not always in place to record the identified risks to people's health and safety and they will be managed. Ensure risk assessments are in place when required.	New
57	Measures are not always in place to protect people from health and safety risks within the environment.	New
56	The infection control measures in place do not fully protect people's health. Ensure infection control practice follows current legislation and guidance.	New

25	The care and support provided is not recorded in a respectful and sensitive way. Ensure the care and support people receive is documented in a respectful and sensitive manner. People's information is not always stored securely. Ensure sensitive data and information are stored securely to protect people's right to confidentiality.	New
36	Not all staff have completed mandatory training or received specialist training related to the needs of the people who use the service. Ensure all staff complete mandatory training and any specialist training related to the needs of the people who use the service.	New
80	Quality of care reviews are not completed at least every six months, as is required. The quality of care reviews completed do not include the actions required to effectively assess, monitor and improve the quality of the service provided.	New

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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