



## Inspection Report on

**Plas y Dderwen Care Home**

**Cilddewi Park Johnstown  
Carmarthen  
SA31 3HP**

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

**This report is also available in Welsh**

**Date Inspection Completed**

08/04/2024

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## About Plas y Dderwen Care Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Barchester Healthcare Homes Limited
Registered places	69
Language of the service	Both
Previous Care Inspectorate Wales inspection	15/12/2022
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 receive a high-quality service delivered through a dedicated and passionate manager and staff team. The manager is well supported by the organisation's senior management team and the Responsible Individual (RI). Through a range of quality audit tools and their Regulation 73 visits, the RI has strong oversight of the service.

People's individual health and wellbeing are at the centre to those working in the service. Care and support records give a real sense of the person, their needs and what is important to them. Individuals participate in activities which have a positive effect on their lives. People and their families speak very highly about Plas y Dderwen.

The service provides a safe environment for people to live and in the main is well maintained. Some communal toilets can be improved to better meet the needs of people who have difficulties with their sight. There is an ongoing refurbishment programme in place.

## Well-being

People's choices and views are recognised. The RI seeks the views of people and relatives during their regulation 73 visits to the service. Individual's needs and preferences are very detailed in care records and give a real sense of the person. People and / or their representatives actively contribute to the planning and review of their care. People get up and retire when they wish and choose from a range of meal options. People communicate in Welsh if this is their preferred language.

People do things that matter to them. Individuals participate in activities, hobbies and recreational opportunities which are important to them and have a positive effect on their lives. There is a sense of community which supports people to make friendships and provide mutual support.

People are protected from the risk of harm and abuse. Care workers understand their responsibilities to protect people from harm. Recruitment and selection procedures are strong. Staff receive regular supervision, an annual appraisal and ongoing support which ensures those working at the service have the right skills and approach to care. The service works pro-actively with health and social care professionals to ensure people remain as healthy as possible. The staff team receive mandatory and specialist training to ensure they are able to meet people's individual complex care and support needs. Staff are supported by policies and procedures which are regularly reviewed and updated.

## Care and Support

People receive the care and support they require to meet their individual needs. Care records are very detailed, person centred and along with associated risk assessments are reviewed regularly. Innovative assistive technology is used to support and maximise a person's independence; they told us *"it gives me some very valuable independence and control which is very important to me"*. People and /or their representatives are actively involved in the planning and reviewing of their care. Health and social care professionals and services are pro-actively involved with people when required. This is well documented in care records.

Mealtimes provide an opportunity for people to meet and socialise. There are always a range of meal options available for people to choose from and these are displayed to help people make their choices. Staff spend time supporting people who are less able to make meal choices. Lunchtime observations demonstrate how people have made friends, enjoy each other's company and look out for each other.

People and their relatives feel they receive the care they need and compliment the staff, they told us; *"I am treated very well and the care is excellent"*, *"the carers are super, kind and considerate"* and *"I have no complaints, all the staff are wonderful they look after mum really well"*.

Staff are knowledgeable and enthusiastic about supporting people to have the best quality of life. One care worker told us, *"the residents are at the heart of what we do, we are here for them"*. Care staff have a sound understanding of people's individual needs, preferences, and choices. A range of communication techniques are used to communicate with people who have more complex needs. 'Conversation starter clouds displays' are located in people's bedrooms who have more complex communication difficulties. These displays provide care workers with key themes which are important to the individual to help staff start a conversation with them. Staff also communicate in Welsh if this is the preferred language of the individual.

Activities play a key role in supporting and encouraging people to live fulfilled and enjoyable lives. People have been supported to go out on trips and visits to shops, cafes, and pubs. Some of whom haven't been out in the community for many years in certain cases. One person told us *"I had a fantastic time shopping. I hadn't left the home in a while and it has really boosted my confidence."*

## Environment

The risks to people's health and safety are minimised. There are a range of maintenance checks and audits undertaken. Testing and servicing of firefighting and moving and handling equipment is completed within the required timescales. Personal Emergency Evacuation Plans (PEEPS) are individualised and readily available.

Communal areas and emergency exits are uncluttered and free from hazards. Substances harmful to health (COSHH) are stored safely. Keypad entry systems are used where considered necessary and all visitors are required to sign in and out of the service. Emergency pull cords and alarms are accessible for people to use and are responded to in a timely manner. Housekeeping staff ensure the service is kept clean and odour free.

In the main people are supported to achieve their personal outcomes. Some areas of the communal gardens and courtyard need attention and look tired in places. Communal bathrooms are clean and welcoming; however, some communal toilets can be improved upon including repairs to boxing around pipes. In addition, thought should be given about the toilet furniture and lighting in some toilets to better support people with difficulties with their sight.

The corridors are distinctive with pictures, art works and displays for people to enjoy and interact with. This can help orientate people to their bedrooms and to communal spaces. Bilingual displays and signage are used throughout the service.

Bedrooms are personalised according to people's wishes including pictures, photos, ornaments and items of furniture. Communal lounges and dining rooms are well decorated, furnished and welcoming for people to use and socialise in. There is an ongoing refurbishment programme in place.

## Leadership and Management

There are strong governance arrangements in place. The RI undertakes Regulation 73 visits to the service within the required timescales. Care Inspectorate Wales (CIW) have received copies of reports which demonstrate people, their representatives and staff are spoken with as part of the RI's visits to the service. Staff and people living in the service confirmed this with us. There are a range of quality monitoring tools and audits undertaken by the management teams. Actions required from these audits are acted upon and reviewed regularly.

The manager is passionate about her role and the quality of the service provided in Plas y Dderwen. In addition to the tremendous backing from the organisation, line management and the RI, the manager is supported by a staff team who actively promote the high standards and ethos of the service. Staff told us *"I love working here and I am delighted that [manager] has returned. She's an inspiration", "I am well supported by the nurse in charge and I know I can speak to [manager] or [deputy manager] if I need to" and "this is a lovely place to work, we all support each other and want to do our very best for the residents"*.

People and their families speak very highly of the management and staff including, *"it's lovely here, the carers are wonderful, nothing is too much trouble for them", "I have no complaints at all", "We are really happy with the home, care staff are very kind, we are always made to feel welcome. The home is clean, welcoming and [X] looks so much better since moving into the home" and "[manager] is very dedicated and works so hard. She is so welcoming and always wants the best for the residents"*.

There are thorough recruitment and selection processes in place. Staff records hold all the required checks and clearances which are in place prior to a staff member commencing employment. Staff receive a comprehensive induction according to their roles and seniority. Care workers have regular supervision and an annual appraisal. All staff attend a range of mandatory and specialist training to enable them to support people living with sometimes complex needs. Care workers told us about the range of training they have received and the benefits it brings to them and the people they support. The service's training matrix and care records corroborates this. All staff spoken with demonstrate a great understanding of their role in the protection of individuals.

The service operates in line with its Statement of Purpose and on-line notifications are submitted to CIW in line with requirements.

### 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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