



Inspection Report on

Pen Y Graig

Brynteg

Date Inspection Completed

12 August 2024.

12/08/2024

Welsh Government © Crown copyright 2024.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.

About Pen Y Graig

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Pen Y Graig
Registered places	3
Language of the service	English
Previous Care Inspectorate Wales inspection	8 July 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 living in Pen-Y-Graig are part of the family and are included in daily life around the small holding. People are supported in their chosen activities and are enabled to maintain their independence as much as possible. People attend day services and other activities of interest to them. People are helped to maintain their health and attend health care appointments. The house is a small holding with a variety of animals which people enjoy helping to care for. People also grow vegetables and keep bees. Family members and people in their care have an easy, caring relationship. People choose to decorate their rooms in their own taste and can access any equipment needed for their care.

Well-being

People help with daily chores and are as independent as possible. People were excited to tell us about their new car and attending the Anglesey show. People can choose if they wish to attend day services and have choices regarding how to spend their time. They told us they are well looked after in the home and considered themselves part of the family. People said they feel safe in the home. People choose their meals and assist in making them. Care staff have safeguarding training and are aware of local protocols.

People remain in contact with loved ones and friends. People told us they can visit friends and family as they wish, this is also reflected in their personal care plans.

People feel at home and are well supported. People proudly showed us their rooms, each was different and decorated according to the person's taste/needs. People have varied hobby materials in their room, some enjoy modern technology and watching TV. People care for a large variety of animals and told us they love living in a small holding. There is a warm, friendly rapport between the family and people cared for.

Care and Support

People are supported to be as healthy as possible. People are assisted to attend dental and optician appointments as required and other health care professional reviews as needed. People said they are helped to see the GP if they are unwell. Outcomes and any instructions resulting from a review is documented and shared amongst staff/family members to ensure good outcomes for people.

People are given good nutrition and hydration. People help with food shopping and meal preparation. Staff said they are mindful of providing healthy meals with the occasional treat as enjoyed by the person. We observed people going in and out of the kitchen to get drinks and snacks. People appear healthy and say they enjoy their meals.

People say they are happy living at home, we heard some people calling the Responsible Individual (RI), "*Mum*". Staff can describe safeguarding principles. The manager is aware of their responsibility to report any incidents to Care Inspectorate Wales (CIW) and local authorities.

People's support plans centre around their individual needs and desired outcomes. Care documents are personalised and describe what support individuals need for each aspect of daily life. Any behavioural triggers are described and how best to reassure the individual and distract them from anxiety provoking circumstances. Important information is in place regarding people's needs should they be admitted to hospital.

Environment

This is a family home; people have their own rooms which are decorated annually according to their own tastes. Liability insurance is in place. Certificates for the home's utility checks were presented on request. There are weekly fire checks and people are aware how to evacuate the building should there be an emergency. People have equipment for their care as needed and this is well maintained.

Leadership and Management

The Responsible Individual (RI) for the service is a family member in the house and is available for people daily. As staff members are family, hand-over of care, reviews and updates are often on an informal oral and diary basis. The manager does keep records and processes on the PC. It would be beneficial for the RI to provide a more formal written report to meet the requirements of the Regulations. The manager is to put a plan in place and reminders for the annual returns to Care Inspectorate Wales (CIW) next year.

Staff have adequate employment checks to ensure they are safe to work with vulnerable adults. We saw records to evidence staff have regular mandatory training to ensure they can care for people knowledgeably. Staff have regular supervision to support them in their daily roles and are very supportive of each other. They said they enjoy working with the people and consider them as part of their family.

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
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.

Area(s) for Improvement

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	
--	------------	--

Was this report helpful?

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- [Inspection report survey](#)

If you wish to provide general feedback about a service, please visit our [Feedback surveys page](#).

Date Published 10/09/2024