



## Inspection Report on

**Caeglas Residential Home Ltd**

**Caeglas Residential Home  
Heol Cennen Ffairfach  
Llandeilo  
SA19 6UL**

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

**This report is also available in Welsh**

**Date Inspection Completed**

13/03/2024

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## About Caeglas Residential Home Ltd

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Caeglas Residential Home Ltd
Registered places	24
Language of the service	Both
Previous Care Inspectorate Wales inspection	16/11/2021
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

### Summary

People receive the care and support they need. Care workers have a good understanding of people's individual needs and choices. Care records provide a sense of the individual, involve the person and/or their representative but could be more detailed. People and a visiting medical professional praise the care workers and the management of the service.

The manager is well supported by the Responsible Individual (RI) and Director. The RI and Director regularly spend time in the service. Their presence in conjunction with a range of quality audit tools and the RI's Regulation 73 visits ensures they have a good overview of the service.

Caeglas offers people an environment which is welcoming and clean. Internal décor and furnishings are of a high standard and are very well maintained.

## Well-being

People have their choices and views recognised. People personalise their bedrooms, choose their meal preferences and get up and retire when it suits them. The individual and/or their representative are involved in the planning and review of their care. Their views are actively sought during resident meetings and by the RI during their Regulation 73 visits. People converse and receive information in Welsh if this is their preferred language.

People are safe from the risk of harm and abuse. People speak highly of the care workers and living in Caeglas. Care workers are knowledgeable, well trained and care about the individuals living in the service. People's needs and how best to meet these are understood by care workers. Individual requirements and preferences are recorded in care records. People are supported to remain as healthy as possible as the service links closely with health and medical professionals.

People feel able to raise concerns about the service should they have the need to do so. There are good recruitment, supervision and training procedures in place to ensure staff have the right skills, knowledge and approach to care. Staff are clear on their responsibilities to protect people and are supported by regularly reviewed and updated policies.

## Care and Support

People's individual needs and preferences are recognised and understood. Care workers are knowledgeable about people's personal histories, their care needs and daily preferences. Care records provide information about the individual, their daily routines and their care and support needs but could be more detailed. Accompanying risk assessments are also being regularly reviewed. There is good evidence of the person and/or their representatives being involved in their care planning and reviews.

Health and medical professionals are involved in the care and support of people when required. This was seen during the inspection visit and is well documented in care records. There are strong links with the local GP Practice with a GP visiting the service weekly. During the inspection visit we spoke to the visiting GP who told us *"I am very satisfied with the home. I visit weekly to conduct surgeries. I think the weekly visits have definitely reduced the need for admissions to hospital. There is good continuity of the GP visiting and this helps to build up good relationships with the manager, care staff and for the residents living here"*.

People get up and retire when they choose, there are a range of meal options available which can be eaten in the communal dining room or in their bedroom. People told us after they had eaten their lunch *"the food is lovely, always cooked fresh"* and *"I enjoy the food and the odd glass of wine with my meal too"*. Records of resident's meetings demonstrate people's views and opinions are sought and encouraged.

Care staff interact kindly with people. A number of staff talk to people in Welsh as this is their preferred language. People speak highly about the care workers and living in the service. They told us, *"they [care workers] are very kind and have looked after me really well"* *"the bottom line is I feel cared for, it's important to me"* and *"This is my home for life, I'm happy to be here"*.

People told us they feel safe living in Caeglas and are able to raise concerns if they need to. They told us, *"I know I can speak to one of the carers if I am concerned about anything"* and *"[manager] and [RI] are always around if I need to speak to them"*.

## Environment

The risks to people's health and safety are minimised. All visitors are required to sign in and out of the service. There are a range of maintenance checks and audits undertaken. Testing and servicing of firefighting, moving and handling equipment are 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. Control of substances harmful to health (COSHH) are stored safely. Emergency alarms are accessible for people to use and are responded to in a timely manner. There are window restrictors in place where required.

People are supported to achieve their personal outcomes. Corridors are decorated to a high standard with pictures and artwork on display in some areas. Bedroom corridors are decorated in different wall coverings which can assist people orientate to their bedrooms and around the service. Additional thought should be given about how to involve people in the choices of future decoration of the service.

Communal bathrooms are welcoming for people to use and enjoy their bathing experience. Communal toilets and bathrooms have been equipped to support people who have difficulties with their sight.

Bedrooms are also decorated to a high standard and are personalised with items and furniture, pictures, and ornaments according to individual preferences. There is an ongoing programme of refurbishment and redecoration in progress.

Communal gardens are well maintained and offer people places to sit with their visitors during warm weather.

## Leadership and Management

People can be assured there are good governance arrangements in place. There are appropriate recruitment and selection processes in place. The correct clearances and checks are undertaken and documented before staff commence employment.

Care workers receive regular documented supervision and an annual appraisal. The manager, RI and Director are well respected by care workers who told us *“this is a lovely place to work, I am well supported by manager and RI” and we are a good team and we are well supported by the [manager], [RI] and [Director]”*. The manager is very well supported by the RI and Director. The manager is now receiving regular documented supervision by the RI as this was identified as a shortfall in the last inspection.

People are cared for by knowledgeable, well trained and a supported staff team. Care workers know about the people they support, their care preferences and needs. Staff receive a range of training and this is corroborated by the training matrix and feedback from staff. Care workers show a good understanding about their responsibility to protect the people living in the service and to report any concerns. Staff move and handle people safely, and their individual needs considered.

The RI and Director regularly spend time in the service. The RI has undertaken Regulation 73 visits. CIW have received copies of the reports, which demonstrates they speak to people and staff as part of the visits to the service. Staff and people confirmed this with us. There are a range of monitoring tools and audits undertaken. Actions from the audits are acted upon and reviewed regularly but these need to be better recorded.

There are policies and procedures in place which are reviewed regularly. The Statement of Purpose reflects the service being provided and CIW are appropriately notified of incidents.

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



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