



# Inspection Report on

**3 Cwlach Road**

**Llandudno**

## **Date Inspection Completed**

10/10/2024

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## About 3 Cwlach Road

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Prestwood Residential Homes Ltd and CareTech Community Services Limited.
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	8 March 2023
Does this service promote Welsh language and culture?	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 happy living here as they have their own apartments and live a semi-independent life. Apartments include a bedroom, a living room, a shower room and a kitchen; people can prepare their own meals or are supported to do so. Personal plans are comprehensive and include the person's own view on the outcomes they want to achieve and how they want to be supported to do this. People have made progress since living here, enhancing their life skills and confidence. Care staff are safely recruited and well trained, so they have the expertise and skills they need to support people here. People praise the staff for their willingness to join in activities with them, for their support and understanding. They feel staff listen to them and value their views. The manager is supported by the RI (responsible individual) who represents the company providing the service. They visit every three months to check the home is running as expected and speak to people living and working here. They know what is working well and take action where improvements could be made.

## Well-being

People have control over day-to-day life. They understand what care, support and opportunities are available and are supported to use these to help them achieve their outcomes. We saw people have the information they need to make decisions. Information is not always available in Welsh, but currently, people living here do not have Welsh as their first language. They are fully involved in reviews of their care, and their preferences and choices are recorded. They live in a semi-independent environment so can enjoy their own space doing what they want to do and meeting with visitors if they wish. It is clear their views are listened to, and actions are taken to help them achieve their outcomes.

People's physical and mental health and emotional well-being is promoted through continuous monitoring and one to one care and support. People are supported to stay healthy through their diet and exercise in line with their desired outcomes. They are supported to attend local leisure facilities, if they want to do so, and they access their local community, walking or taking taxis to local shops and cafes. Care staff support people to attend their medical or other appointments. People are happy as they are supported to do what is important to them.

People are protected from abuse and neglect because staff are trained in safeguarding and ensure plenty of opportunities for one to one conversation with the person. There are policies and procedures staff must follow and, as staff describe management as '*very approachable*', they are confident to express any concerns.

People are supported to do things that matter to them, whether this be learning new skills, engaging in recreational hobbies or using the local amenities. They socialise with others who have similar interests, and attend local events such as music concerts, local hobby clubs, local pubs and restaurants so they feel part of their community.

The home is designed to provide a semi independent lifestyle, each person having their own self contained apartment while still enjoying the support of care staff when they need it. People are supported to prepare their own food if they wish; they do their own laundry and other household tasks with support. There is no communal area in the home so people living here socialise with each other by visiting each other's apartments or outside. There is a seating area outside in the garden with views of the town and sea.

## Care and Support

People living in 3 Cwllach Road are provided with care and support they need to achieve their outcomes and in the way they prefer. The service is designed in consultation with people and the personal plan is reviewed every month with key workers to maintain its relevance. We saw provider assessments are carried out as soon as someone arrives at the home to ensure the right support can be given. If additional training is necessary to ensure effective care and support, it is arranged. People are supported to give a personal account of what is important to them, how they want to be treated, what makes a good day and what makes a bad day. This help staff to be certain they are providing care that makes each individual happy. We saw risk assessments that consider people's strengths and abilities as well as where they need support from staff to do things safely. The service does what it can to maintain people's independence and allow them to do as much as possible for themselves.

People told us staff are excellent. One said they could not thank the manager enough for accepting them into the home and allowing them freedom to live as independently as possible. A relative told us how one person living here has *'got their life back'*. They commented on the *'huge improvement on their quality of life since being here'*. Another person said *'staff are brilliant. They join in what I am doing; I have Wii fit and they do the exercises with me'*.

People are supported to access healthcare and the support of other professionals to improve their life and general well-being. Records evidence people see professionals to help them achieve their outcomes and progress to others. One person came to the service in part to enjoy the semi-independent approach to care and now wants to move to be more independent. The service is liaising with the right professionals to help them work towards this.

There are safe systems in the service for managing medication. Staff support people to the extent it is needed, by assessing the skills people have to safely carry out the medication arrangements themselves. One person keeps the medications stored securely in their room and records the administration themselves. Staff support this by checking processes are being followed safely. We saw records are completed of medications received and administered, and storage is secure and of the correct temperature.

## Environment

The service is provided in a location and environment that promotes achievement of their personal outcomes. Each person has their own apartment which they have personalised to make it their home. They have their own photographs, pictures, books and other things on display that matter to them. People prepare their own meals in their own kitchens if they are able, or staff support them to do this. Each apartment has its own shower room, bedroom, living room and kitchen. We viewed all but one of the apartments and spoke to people living there. People said they are happy with their rooms, and one praised how quickly things are repaired once reported to the manager. Their shower door had broken two days prior to the inspection and was already fixed. People are happy with their views from their rooms and enjoy living in their apartments. They are happy they have the facilities in their apartments to support themselves if they wish. Outside, there are seats for people who may wish to smoke or just enjoy the views.

We saw the manager has risk assessments in place to help ensure people are always safe in the home while allowing them to take some risks and maintain their independence. Safety checks are routinely carried out independently such as checks on the condition of the electrical installation, fire safety, water hygiene and gas safety. Health and safety risk assessments are in place. Other routine checks are carried out inhouse, with policies, processes and practices regularly audited to ensure continued compliance and safety. We found the service to be clean, tidy and no hazards were identified.

## Leadership and Management

The governance arrangements in place are excellent and ensure the service operates smoothly. The manager is supported by the RI who monitors progress with action plans and how well outcomes are achieved. The manager has a deputy to delegate tasks to and together they run a very organised service. Routine audits of various practices and processes are carried out to check continued safety and effectiveness, such as checking medication arrangements, a regular walk round of the building to check for maintenance issues, audit of files to check they are accurate. Checks are carried out by staff, the manager and the RI.

The RI has good oversight of the service as they visit every three months to carry out checks and speak with staff and people living here. They meet with the manager and are kept aware of changes in the service and any resource issues. They carry out bi-annual quality of care reviews and complete reports to evidence what is working well and identify what could be improved. The RI's findings are based on an analysis of data, from the routine audits and from conversations with people living here, their relatives, staff and visiting professionals.

Staff and people using the service feel they can share their views on any matters. They describe the manager as open and respectful; they listen and accept people's views and is supportive of people's aspirations. There is a whistleblowing policy and honesty is encouraged at all levels.

Staff are employed in sufficient numbers to support people to achieve their outcomes and carry out activities when they want to. We saw clear rotas developed to ensure the right support is provided at the right time. Training is provided to staff to ensure they have the expertise required to meet people's needs. Most training is mandatory for staff, and the RI's quality of care report confirms there is an excellent completion rate. One staff told us how when they commenced employment, they shadowed an experienced staff until they and the manager were confident they could work safely alone. This gave people time to get to know the new staff well. Staff feel well supported and have one to one meetings with the manager every eight weeks to discuss their work and experiences. They feel valued as feedback is given during these meetings that verifies their progress. Employment records show a thorough recruitment process is followed, ensuring only suitable care staff are employed.

### 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.

### Area(s) for Improvement

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



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