



## Inspection Report on

**36 Trinity Ave**

**Llandudno**

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

**This report is also available in Welsh**

**Date Inspection Completed**

02/05/2024

**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.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk)*  
*You must reproduce our material accurately and not use it in a misleading context.*

## About 36 Trinity Ave

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	<a href="#">19 December 2022</a>
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 living in Trinity Avenue are happy with the care they receive and feel they can freely express their views and be listened to. Personal plans are person centred and promote independence; they outline people's interests, needs and goals, and are reviewed regularly for continued accuracy. People choose what they want to do, and staff help them achieve their personal outcomes, such as going on holidays and visiting places of interest.

The home has communal spaces such as the lounge and dining room and a space to sit out in the sun. People are happy with their bedrooms which reflect their individual personalities, preferences, and interests. The provider has made changes to the home to accommodate individual's wishes and needs, resulting in positive outcomes for people.

Staff are safely recruited and trained to carry out their role. They enjoy their work and have built close, trusting relationships with the people they support. The provider has established systems in place to ensure quality care is provided and the service runs smoothly and safely.

## Well-being

People have control over their day-to-day life. They choose how they want to spend their day, how they want to decorate their room with their personal possessions and what hobbies and interests they want to follow. They choose who they want to be with and how they want their meals. Information about preferences is collated on admission into the home so staff know what makes people happy. People's views are listened to and respected. The service advocates on behalf of people to make sure they have access to the same benefits and welfare rights as their peers.

People are happy and do things to keep them healthy. Activities are unique to the individual depending on what they enjoy and what their goals are. People take exercise and do other things to improve their health and well-being. Some people follow advice on healthy eating. People are encouraged to contribute their skills and attributes to the running of the house; they feel they belong as they take part. People are pleased they are increasing their independence, making their own snacks and drinks if they want to and helping with grocery shopping.

People are safe and protected against abuse or other harm. Safeguarding is one of a range of mandatory training sessions for all staff and there are policies and procedures to follow. The responsible individual (RI) visits at least every three months and speaks to each of the people who live at the service to gain their views of their care provided. People told us they would always speak to the manager if they had any problems in the home. People are at ease and feel able to express concerns should they have any.

People enjoy their connections with their community, their relationships with their friends in and outside the home and with their family. They are supported to socialise, maintain, and build positive relationships. They get along well with each other and respect each other's differences. Most people living in the home have lived together for a long time and good friendships are formed. While people follow their own individual interests, they also take trips out together on the service's minibus. Photographs are displayed of various events and places people have visited. Family relationships are also supported. People use their local community for example visiting shops and the local beach; they are familiar with their own area.

## Care and Support

The manager considers a wide range of views and information before agreeing the service can meet a person's needs. We saw assessments include the views of others involved such as family and other professionals. Admission documents consider the resources available at the home and the environment to ensure they are sufficient to support people to achieve their outcomes. Additional training is arranged if needed, to ensure staff have a more comprehensive understanding of the person's needs.

People's personal plans are kept up to date as they are reviewed every three months. Each day, there is a handover of information, so staff are always aware of any changes in people's needs as and when they occur. Although reviews do not currently report on the extent to which people's outcomes are achieved each month, daily journals show how staff are supporting people to progress towards their goals. We saw people's individual outcomes are varied and include improving their fitness, maintaining their personal appearance, taking holidays abroad and following their favourite sport. Daily activities are risk assessed so they can be carried out safely and each risk assessment is reviewed every three months.

People are provided with the quality of care and support they need, because personal plans are comprehensive. Records identify what matters to the person, how they want to be supported, their history and family, their hobbies, and interests. We saw the support provided reflects people's desires to become more independent and do the things that they enjoy. Staff involve them in the day to day running of the home, such as helping with recycling, choosing décor and furniture for the home and grocery shopping. People are happy living here. One person said, "*They have birthday parties here and sometimes I have a shandy*". They said, "*I go everywhere, see the photos on my wall of all the places I've been to*". The person knew they are having a new flooring in their room soon and will be going on a holiday to a hotel while the work takes place.

Support staff are proactive in promoting people's health and well-being. We saw daily journals record people's day, what they do and how they are feeling. Appointments are made and people are supported to attend. Requests for input from different health services are made when required to promote well-being and protect people's independence. One person told us "*I trust staff here. They take me to see the doctor and hospital appointments*".

## Environment

The service provider ensures people's care is provided in a location and environment that helps them achieve their personal outcomes. Professional advice from occupational therapists is sought to help ensure people have full access to all areas of the building. One person asked for an en suite shower facilities so adaptations were made, and they now have this. People who prefer double beds have them; their rooms are furnished as they like them to be. One person told us *"I love this house, and the people, and I love my room. There is nothing I need"*. People can use the kitchen independently if they wish to make themselves drinks and snacks; one person likes to bake cakes. There is room for everyone to sit around the dining table or in the lounge where there is an internet connected television. The RI, in one of their three monthly visits to the home, identified the need for a new kitchen. We saw this is due to be fitted soon. One area of the home has an unpleasant odour and new flooring is being fitted to resolve this issue. The lounge has had new blinds and has recently been redecorated; a new banister rail has been fitted to the stairs. This shows the home is kept maintained and comfortable for people.

The service has arrangements in place to ensure the building is safe and compliant with regulations. We saw all safety checks are up to date such as the inspection of electrical wiring, gas, water, and fire safety including alarms, emergency lighting and testing of equipment. We saw fire drills are regularly carried out including practicing evacuation procedures. In March 2024, the service arranged a focused estates visit to inspect the building and record any works required. We saw quarterly safety checks are carried out that look at areas such as corridors, stairways, bedrooms, bathrooms, showers and toilets, kitchen, equipment, first aid, storage of hazardous substances, and to also audit the recorded safety tests. Staff are trained in health and safety and must read the health and safety risk assessments.

## Leadership and Management

The service provider has governance arrangements in place that helps ensure the service runs smoothly and provides high quality care and support. There are different levels of oversight including audits routinely carried out by the RI who visits the home at least every three months. The manager regularly meets with the RI to share information about how the service is running and their progress towards action plans.

The RI maintains good oversight of the service through their regular visits to the home to carry out their own checks. They inspect the environment, the quality of record keeping and other procedures, and seek the views of people living there. This helps ensure the home is running safely and is compliant with the regulations. They put together action plans, recommending changes and monitoring progress on previous actions. A bi-annual quality of care review is undertaken, and the associated reports evidence the RI knows what is working well and they also identify where improvements could be made.

The manager ensures appropriate numbers of staff are deployed who are suitably fit and well trained for their roles. We saw effective and safe, recruitment and vetting procedures are carried out to ensure staff are suitable for the role. Prior to starting the role, all staff complete an induction and extensive mandatory training, covering relevant and specific subjects relating to people's needs. Staff are paid to do their training and we saw a high level of completion rates. Staff we spoke with felt the training provided by the service is some of the best they have had; they feel supported and enjoy regular supervision and appraisals. All staff respect and value the manager and praise her hands on approach. They all feel the manager is very approachable and they feel confident they could raise any issues directly with them. Staff commented on how well they gel; they work well as a team and respect each other. One staff said, '*it feels like family*'. Staff are registered with the workforce regulator Social Care Wales.

People are supported to manage their own money as safely as possible. Good records are kept of expenditures including receipts and other evidence of things purchased. Daily checks are completed to ensure records accurately reflect people's financial activities. The RI audits finances and records when they visit the home and we saw recent recommendations made to improve the record keeping have been followed.

### 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
44	The service provider has not ensured all areas of the premises are kept clean. Most areas of the home are clean, but one specific area of the home requires improvements in the cleaning in place or to replace the flooring in this area.	Achieved
36	The provider has not ensured all staff have completed appropriate in depth mental health training.	Achieved

### **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** 11/07/2024