



Inspection Report on

Plas Ogwen

**Plas Ogwen
Bangor
LL57 3PW**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

24 September 2024.

24/09/2024

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About Plas Ogwen

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Gwynedd Council Adults and Children's Services
Registered places	27
Language of the service	Both
Previous Care Inspectorate Wales inspection	4 May 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 Plas Ogwen benefit from being cared for by a stable staff group who know their needs well. People remain an active part of the local community and receive care in a fully bilingual environment which offers them the active offer of the Welsh language. People have a voice in the service and are supported to achieve their desired outcomes. Care is planned according to the individual person's needs. Visiting families spoken with are happy with the care in the home and remarked there are always activities for people to enjoy. People can personalise their rooms to a high degree to feel comfortable and homely. People spoken with are happy with the meals offered and can access drinks and snacks as they need them. The home is generally well maintained; however, the kitchen is in need of refurbishment to meet the needs of the legislation.

Care staff spoken with are happy in their work and feel well supported and trained. The manager is visible and supportive of the care staff. The Responsible Individual (RI) visits the home regularly and speaks with people and care staff to ensure good standards are maintained.

Well-being

People living in Plas Ogwen have a voice, and control over day-to-day life. People spoken with are happy with their care and feel their opinions are heard in the home. People are complimentary about the service, amongst the comments were, "*dim cwynion*" ("no complaints"), "*mae nhw yn dda iawn hefo pobl yma*" ("they are very good with people here"), "*mae'r bwyd yn dda*" ("the food is good"), "*I'm very happy here, don't know what I'd do without it.*" We observed that people are treated with dignity and respect. Many people are first language Welsh speakers as are most of the staff. The signage throughout the home is bilingual and people can access information through the medium of Welsh. People's first language choices are recorded in their personal plans and many records are written in Welsh. We observed, and saw from written records, that care staff know people and their families well and can meet their needs. People can access an advocate to maintain their rights if they require one. Care staff have safeguarding training to keep vulnerable adults safe from harm.

People are supported to be happy and healthy. People can access health advice and support when they need it and in a timely way. A person's relative told us, "*Da iawn yma, sydyn I gael y Dr pan di hi ddim yn dda*" ("it's very good here, they're quick to get the Dr when she is unwell"). We saw from care records that people can attend health care appointments and are supported to maintain their health. We saw people are offered a variety of meals and special diets are catered for. People's nutrition and hydration are maintained to ensure good health. Activities are offered in the home should people choose to engage with them and special events such as birthdays are celebrated with people. The home is integrated into the local community, school children often come to sing for people. Visitors told us, "*It's open door here, we can visit any time other than protected mealtimes. There's always lots going on, they are part of the local community*". There are comfortable lounges for people to be sociable in if they wish and quieter areas for peace or to receive visitors.

The home's environment supports people's well-being. People can personalise their rooms to a high degree to make them homely. People told us they are happy with their rooms as did some relatives spoken with. We saw the environment is clean and tidy to make people feel comfortable. People have their own things around them and rooms are organised to enable their safe care. The facilities in the home are generally good and compliant with legislation. However, we found the kitchen is in need of refurbishment to ensure the health and safety of staff working there.

Care and Support

People receive care which is planned according to their personal needs. People's personal plans take into account people's preferences and individual needs. People are supported to achieve their personal aims and outcomes and are consulted regarding their care where able. Personal plans contain risk assessments to keep people as safe as possible, these are frequently reviewed to ensure they remain fit for purpose. We observed care staff treat people with dignity and respect. Care staff know people well and this is reflected in people's personal plans of care which are personalised according to the person's needs. People are supported to attend health care appointments. Visits from the doctor and other health care professionals are recorded as are any instructions regarding people's care. Senior staff assess people prior to admission into the home to ensure the service can meet their needs. People are supported to be as healthy as possible; skin health is monitored, and people receive mouth care which is assessed to meet their individual needs. People's personal aims and preferences are taken into account, and this is noted in their personal plans. Medication processes are good in the home, people can access their prescribed medications in a timely way. Care staff can describe local safeguarding protocols to keep people safe. People spoken with told us they receive good care in the home.

The home is mindful of hygienic practices and infection control. The home presented as clean and tidy, and the home has house-keeping staff. The manager conducts infection control checks and audits to ensure good standards. Care staff receive training regarding infection control and good hand washing techniques. Communal toilets and bathrooms have liquid soap and paper towels to enable good hand hygiene.

Environment

People live in an environment which promotes their personal outcomes. People can access equipment needed for their care, these are regularly maintained and serviced. The insurance certificate for the home and utility checks and certificates were presented at our request, these are within date. People can personalise their rooms to a high degree to make them homely, people spoken with said they are happy with their rooms. Each unit has a kitchenette and lounge which are homely and encourage people to be sociable if they wish. Fire checks are conducted weekly, and fire escapes are kept free of clutter as are the corridors. There is a Personal Emergency Evacuation Plan (PEEPS) for each person to ensure their safe evacuation in an emergency, these are personalised to include any special instructions regarding communication and mobility for each individual.

The home is generally well maintained. However, although clean, the kitchen has not been refurbished in many years and shows signs of wear and tear which could compromise the health and safety of those working in it. This has been highlighted in a previous inspection also. This is a serious matter; a priority action notice has been served and we expect the provider to take action. The home is otherwise well maintained and decorated, and health and safety risk assessments are in place to keep people as safe as possible.

People benefit from a service which has good governance. The RI visits regularly, as required by legislation, and reports on his findings. The RI speaks with people and care staff to obtain their opinion about the service. The RI notes any actions instigated to address any issues found. Senior staff said they are supported by the RI and can access training needed for their role. Senior staff regularly audit aspects of care in the service and report to the RI. Care staff can access updated policies and procedures to guide them in their work. The Statement of Purpose document is accessible to people and explains the care they can expect to receive from the service.

People are cared for by staff who feel supported in their role. Care staff training and supervision occur on a rolling basis, and this is documented on the PC. Care staff spoken with said they enjoy working in the home and feel well supported and trained. Some comments from staff include, *“the support is good, there’s plenty of training and good supervision,”* *“people have good care here,”* *“the manager is approachable,”* *“I love it here,”* *“the manager is a good mentor.”* We read a selection of care staff personnel files and saw that checks are in place to ensure they are appropriate to work with vulnerable adults. The service has a full complement of staff which is reflected in the work rotas. The service is able to use their own staff to cover absences to enable continuity in care.

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
44	The kitchen has hazards to the health and safety of individuals. The kitchen is not properly maintained. The provider is required to upgrade, make good and maintain the kitchen to ensure it is fit for purpose and that it meets health and safety legislation.	Not Achieved

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 inspection	N/A

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