



## Inspection Report on

**Plas Y Don**

**Plas Y Don Residential Home  
Bro Heli  
Pwllheli  
LL53 5BD**

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

**This report is also available in Welsh**

**Date Inspection Completed**

18/07/2024

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## About Plas Y Don

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Gwynedd Council Adults and Children's Services
Registered places	28
Language of the service	Both
Previous Care Inspectorate Wales inspection	13 April 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 speak highly of the care and support provided at the service. They are happy with the choices available to them on a day-to-day basis and they feel listened to. Opportunities are provided for people to be involved in decisions regarding how they wish to be supported and their views are recorded in their individual personal plans. The environment is clean, safe and well maintained. The building is being invested in, to ensure it remains a comfortable place for people to live in. Care workers are happy working at the service, and they feel well supported in their roles. There are good arrangements in place to monitor the quality of the service provided. People are involved in discussions regarding the ongoing development of the service.

There are some areas of the service which require improvements to be made. Personal plans are not always in place in relation to people's identified care needs, and this could impact care worker's understanding of each person's needs. Most, but not all, of the suitability checks required are completed before new staff come to work at the service. Care workers receive training related to the needs of the people they support, but they do not always complete refresher training in a timely manner.

## Well-being

People are happy and feel they belong. Staff ensure people feel welcome when they move into the home, and people told us they have built friendships with others living at the service. Positive relationships exist between people and the care workers. People told us they like the care workers who support them and describe them as *“ffeind”* (“kind”), *“annwyl”* (“dear”), *“clên”* (“pleasant”). We saw care workers, and the manager, speak with people in a respectful and friendly manner. The care and support provided is praised by those who live at the home, and this contributes to people’s positive sense of well-being. People told us *“gofal da yma”* (“good care here”), and *“gofal ardderchog”* (“excellent care”).

Control over day-to-day life is facilitated and encouraged. People told us they choose their own daily routines, and they can decide how they want to spend their day. Some people enjoy going out into the community with their relatives, others enjoy participating in group activities within the home. Care workers told us they respect people’s individual preferences and encourage people to continue with the hobbies they enjoy. Arrangements are in place to provide people with regular opportunities to share their views about the service and to participate in discussions regarding shaping the future development of the service.

The environment is suitable for the needs of the people who live at the home and it promotes people’s sense of well-being. The home is clean, comfortable, well maintained and homely. It enables people to be independent for as long as possible. The environment is safe and risks to people’s safety are identified and managed. There is outside space available for people to enjoy time outside in nature if they want to.

Care and support plans are written with people and include their views about what is important to them. Personal plans do not always include complete information regarding people’s needs, and how they should be met, and this is an area of the service which needs improving. This will ensure care workers can always access information regarding the outcomes each person wants to achieve and how this will be done.

Care workers are provided in sufficient numbers, which mean people receive their care and support when they need it. However, the pre-employment checks for new care workers is not fully robust and improvements are needed to ensure all the required checks are completed. Care workers feel well supported by the manager in their roles and feel listened to during team meetings. Relevant training is also provided, but many care workers are overdue their refresher training. This is also an area of the service which requires improvements to be made.

## Care and Support

Arrangements are in place to understand people's care and support needs as part of the preadmission process. Documents show the management team gathers relevant information by speaking with people, and their representatives, about the assistance they require and what outcomes they want to achieve at the service. Written information regarding people's needs is obtained by professionals who know the person. This means the management team make an informed decision, to ensure they can meet people's individual needs before they offer a placement at the service.

At the last inspection we found personal plans did not always record in detail the assistance people required to meet their needs. At this inspection we found some progress had been made, however further action is required. We saw personal plans are created with people and they record each person's individual preferences and what's important to them. But they do not always record specifically the assistance people require, or how the risks to people's safety are managed. Care workers should always have access to this written information to ensure they provide the correct care and support to each person. We also found risk assessments are not always in place to record known risks identified for each person and the measures in place to manage the risks. While no immediate action is required this is an area for improvement, and we expect the provider to take action.

Clear arrangements are in place to protect people from harm and abuse. A safeguarding policy is in place which refers to the All-Wales Safeguarding Procedures. We found during discussions with care workers they are confident in their roles and responsibilities in relation to safeguarding people from harm. Records show the manager makes safeguarding reports to the local authority and they also notify Care Inspectorate Wales (CIW).

People can receive a service in Welsh. The Welsh language is recognised as an important aspect of people's identity and of the local community where the home is located. The Responsible Individual (RI), management team and most care workers can speak Welsh, which means people can express their views, and feelings, in their preferred language. People told us this was important to them, and this provision is a positive aspect of the service provided. Key documents related to the service, such as the statement of purpose and guide to the service are provided bilingually. People's personal plans are written in their preferred language, be it Welsh or English.

## Environment

Support is provided in a homely and comfortable environment which encourages independence. The care home is divided into four units, which creates a more comfortable 'home within a home' setting. Each unit has its own lounge and a kitchen where people can help themselves to drinks and snacks. There are accessible bath or shower facilities available in each unit, and a small number of bedrooms. People told us they are happy with their own rooms, and we saw they contained people's personal belongings and their important items from home.

The home is clean and very well-maintained. We saw housekeeping staff are employed to maintain the cleanliness of the environment and to manage infection control risks. The housekeeping staff told us they are considerate not to disturb people's own routine. We saw they attend to people's own rooms at times which are convenient for each individual. People are encouraged and supported to complete light cleaning and tidying tasks in their own room, if they want to. This enables people to maintain their independence and their sense of ownership of their own living space.

Interesting outside garden spaces available, which people can easily access. We saw people can walk along a flat, circular path all the way around the outside of the home. The manager told us one person enjoys taking this walk as their daily exercise. Outside seating areas and tables are provided, with parasols available in the warmer weather. We saw raised planting boxes were available if people wanted to participate in gardening activities.

Health and safety risks within the home are well managed. The kitchen has a rating of 5 (very good) following a recent local authority inspection. Checks are in place to ensure risks to people within the environment are identified and appropriate measures are in place to manage the known risks. Records show fire safety mechanisms are present to ensure the necessary precautions are in place in the event of a fire. Each person has a personal emergency evacuation plan in place, which records the assistance they require to leave the premises safely in the event of an emergency. The servicing of gas and electrical appliances and the monitoring of the water quality take place as required.

## Leadership and Management

People can access written information regarding the service provided, which can be helpful when they are considering whether the service is suitable for them. At the previous inspection we saw the written guide about the service did not contain all the required information. At this inspection we saw action had been taken to address this, and the guide contained all the required information. The provider's Statement of Purpose accurately describes the service provided. It also includes information regarding how to make a complaint and explains how they are responded to. The people we spoke with told us they felt able to raise any issues they may have with the manager. The manager told us no formal complaints had been received recently in relation to the service.

Suitability checks are not fully completed before new care workers come to work at the service, and this requires attention. We saw most of the required checks are completed as part of the pre-employment process in place, but not all, which could potentially create a risk to people who use the service. At the previous inspection we found care workers had completed mandatory training, but they were overdue refresher courses. At this inspection we reviewed training documents and saw some progress had been made, but further action is still required. This is to ensure care workers have an up to date knowledge and skills base to inform how they support people living at the home. While no immediate action is required pre-employment checks and training are areas for improvement, and we expect the provider to take action.

Care staff are provided in sufficient numbers to ensure people receive care and support at the right time. People told us their requests for support were met promptly and we saw care workers work hard to respond to call bells in a timely manner. Agency staff are used when required to ensure staffing levels are sufficient, and the same agency staff are usually provided for continuity. Care workers told us the manager is "*approachable*" and they feel supported in their roles.

The provider regularly measures how well the service is running and people are asked for their views regarding the quality of the service provided. Reports show the RI regularly visits the service and gathers feedback from people living at the service and the staff who work there. Residents and staff meetings also take place regularly which provide opportunities for sharing views regarding how the service is delivered. Formal quality of care reviews also take place and reports are available which record their findings regarding how the service can be improved.

### 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
35	As part of the pre-employment suitability checks completed two references should be obtained for all	New



	new staff. Ensure two references are obtained for new employees as part of the pre employment checks completed.	
15	Upon admission into the service people's personal plans do not always record clearly the care and support they need in relation to their personal care. Ensure people have detailed and comprehensive personal plans in place in relation to all of their care and support needs.	Not Achieved
36	Staff have not received refresher mandatory training. Ensure all staff complete refresher training when required.	Not Achieved
19	The Service User Guide does not contain all the information as is required by the regulations.	Achieved

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