



## Inspection Report on

**Plas Hedd**

**Penrhyn Avenue  
Bangor  
LL57 1LT**

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

**This report is also available in Welsh**

**Date Inspection Completed**

11/07/2023

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## About Plas Hedd

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	21 October 2019
Does this service provide the Welsh Language active offer?	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 Hedd, their families and friends are happy with the care and support they receive. Staff show a caring approach towards people living in the home and demonstrate a good understanding of people's needs. Personal plans are written from the person's perspective stating people's likes, dislikes and preferences and risk assessments within people's personal plans are updated accordingly. Care staff provide support in people's preferred language, being Welsh or English and personal plans are written in the language of choice.

Staff are happy working in the home and feel supported by management. A new Responsible Individual (RI) is in post who staff know well and described as "*approachable*". The RI visits the home regularly to monitor and further improve the service.

The home environment is homely, clean, and warm. We saw newly refurbished rooms with people's personal items and memorabilia. Plans are in place to extend the dementia unit and re-surface the garden for people to sit outside in the warmer months.

### Well-being

People are treated with dignity and respect and receive care from staff who know their likes, dislikes, and preferences. People describe staff as “lovely” and “very nice.” We saw the chef asking all residents whether they liked the menu of the day and offered alternative options if they wished. All staff within the home know people well, provide care with patience and kindness and show a friendly approach, often resulting in banter and laughter. Personal plans are up to date and are reviewed regularly as well as risk assessments in place within people’s files. We saw activities taking place during the day of inspection with people having a choice to participate or not. A weekly programme is on display within the home showing which activities will take place throughout the week. On the day of inspection, we saw staff and residents both singing along to songs requested by people participating in the activity. Staff spoken to are happy working in the home. Visitors to the home are welcomed and the environment enables people to spend time privately with their relatives and loved ones. People chose where to spend their time, whether in their own rooms which offer privacy or in various communal areas within the home.

People are protected from abuse and neglect. We saw prompt referrals to health services to keep them safe. Staff spoken to are aware of the safeguarding procedure and are confident in raising any concerns with management. Pre-employment checks are completed prior to staff starting their role in the home to ensure they are safe to work with vulnerable people. Staff receive regular supervision from management and arrangements are in place for all staff to attend refreshing training courses to ensure their knowledge on different health conditions, safeguarding and manual handling is kept up to date.

The environment of the home is clean and allows plenty of space for people to go about as they please. Areas within the home is decorated for people to reminisce. We saw one wall dedicated to Bangor City F.C, another wall dedicated to sixties music and comic books, a sitting area to crochet or knit and a shop allowing people to purchase daily goods within the home. There is a choice of communal areas for people to spend their days. Work has started on extending the dementia unit as well as work on resurfacing the garden. This will allow safe access for people to sit outside if they wish.

## Care and Support

A full pre-assessment is completed prior to people moving to the home. Information is gathered by management from people, their families or representatives, health care professionals and Social Workers to have a clear understanding of people's needs and how to support them safely. Personal plans and risk assessment seen during the inspection were all up to date and reviewed following any changes to people's needs. Staff attend to people's needs without rushing and show a caring approach. People's daily records are updated following intervention from staff and show people supported at times of their preference.

Personal plans are written from the person's perspective making it clear to see what they like and dislike. Areas within the personal plans are regularly updated by management to ensure staff know how to care for people correctly. Staff are aware of the whistleblowing and safeguarding policy. Staff members spoken to are confident in raising any issues or concerns with management. We saw good collaboration between management and health services. We spoke to health workers visiting the service who praised the staff for their *"quick and efficient communication."* Arrangements are in place to ensure all staff members are up to date with any changes in people's health or wellbeing. Medication is stored correctly, and correct checks and balances of medicines were seen during spot checks during the inspection.

People are happy living in Plas Hedd. One person told us *"They (staff) are marvellous"* and *"Dwi wrth fy modd yma."* This person stating that they are in their element living in the home. Families expressed how happy they are with the care and support in Plas Hedd. One family member stating *"My family member is safe and well looked after. Care is really good here."*

## Environment

Care and support is provided in a relaxed, clean and warm environment, promoting people's sense of belonging. Plas Hedd has a homely feel and people spoken to enjoy socialising in the communal areas within the home. People are encouraged to bring personal items to the home to make their rooms as homely as possible. People spoken to expressed they *'loved'* their rooms. There are sufficient bathrooms and toilets throughout the home which are all clean and in good working order. There is a large lounge and a large dining room for people to sit and socialise. Specific areas of the environment are decorated with the intention of encouraging people to reminiscence. Walls are decorated with different themes, such as Bangor City Football Club, Wales International Rugby Team, The Beatles and Beano the comic book. There are sitting areas in the hallways for the intention of prompting people to sit and knit. A shop is located in the home for people to access and buy daily goods. The manager explained the shop is open once a day which people enjoy accessing. Plans are in place to add eight extra bedrooms within the dementia unit as well as work being carried out outdoors to resurface the garden to ensure safe access for people to sit outside.

People can be assured they live in a safe environment. On arrival to the home staff ensured identification was checked and we were asked to sign the visitor's book before entering the home. Large furniture have been safely attached to the wall to prevent any injuries to residents and there is a range of equipment to meet people's needs including hoists, special armchairs and pressure relieving mattresses. All hoists have been serviced recently ensuring they are safe to use. The environment is safe and all gas, electrical and fire safety certificates are in place. There is safe storage available for items that would case a risk to people such as medication or chemicals. The home has a food hygiene rating of five, the best rating possible.

## Leadership and Management

The RI visits Plas Hedd on a regular basis and has good oversight of the service. Staff spoken to describe the RI as being '*easy to talk to*' and praised his support. Records show the RI regularly visits the service to speak to people and staff to help improve the service. We saw records of formal RI visits documented as required by legislation.

Staff have attended core training and arrangements are in place for staff to attend refresher courses to ensure their knowledge is kept up to date on core subjects such as safeguarding and people's health conditions. Management explained that staff receive regular supervision where the safeguarding procedure is discussed. This is to ensure all staff are up to date on the whistleblowing policy and are confident in raising any concerns within the home. We saw records of regular staff meetings taking place where staff have opportunities to be kept up to date on any changes within the service and an opportunity to raise any concerns or issues. Records show staff are registered with Social Care Wales, the workforce regulator and records show staff are safety recruited prior to starting their post. We saw evidence that pre-employment checks including references and Disclosure Barring Service checks being completed prior to employment commencing. These checks are important as they determine a person's suitability to work with vulnerable people. People are happy working in Plas Hedd and some staff have worked in the service for many years. New staff members are given a thorough induction and attend mandatory training before starting their role. The service also employs agency workers to maintain staff numbers due to recent staff sickness. Management reassured us there is no impact on the effectiveness of the service and arrangements are in place to employ regular staff from the care agency to provide continuity of care to the residents.

The Statement of Purpose provides people with clear up to date information about the service, the facilities that are available and how care is provided. The service provides an 'Active Offer' of the Welsh language as it anticipates, identifies and meets the needs of people who use the service. The manager explained all staff members are skilled to provide care through the Welsh language if people wish and people are given the choice of their care plans being written through the language of their choice.

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