



Inspection Report on

Cae Melyn Care Home

**Cae Melyn
Bronwylfa Road
Welshpool
SY21 7RD**

Date Inspection Completed

09/04/2024

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About Cae Melyn Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Platinum Care Limited
Registered places	10
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People are very happy living at Cae Melyn. They are supported by a dedicated, committed care staff team who feel very well supported by the manager and responsible individual (RI). There are opportunities for people to do things they enjoy and be part of the community.

Care staff have access to valuable information in personal plans, so they know how people want to be supported. People are consulted about their personal outcomes and the support they need to achieve these. Training opportunities for care staff mean they have the skills and knowledge to provide people with the right support. They in turn have regular meetings with their line manager for support and guidance.

People live in accommodation to meet their needs. There is a programme of redecoration and refurbishment in place which will benefit people. The provider has given assurances and timescales for completion of this work.

The RI has very good oversight of the service. They visit regularly and consult with people on the service they receive. Reports are completed showing what is working well and what needs improvement.

Well-being

People living in Cae Melyn make choices about their day-to-day life. These include where they spend their time during the day and what they want to do. They are consulted about the support they want and how they receive it. The care staff team know people and their individual circumstances very well. External advocacy is available if needed to help people make important decisions and have their voice heard. People have information about the service, so they know what to expect. This includes how to raise a concern. People told us they can approach any member of the staff team if they have any issues and always feel listened to. Whilst there are no Welsh speaking residents currently living in Cae Melyn, the manager told us documentation can be translated to Welsh if people want this. A member of the care staff team is also teaching people who want to, learn some Welsh words and phrases.

People are supported to remain as healthy as possible to support their well-being. Maintaining relationships with family and friends is encouraged and supported. Family members are very appreciative of the support the service provides. Comments seen include *“medical problems are sorted quickly,” “staff are warm and friendly and go the extra mile”* and *“the Cae Melyn team provide a very caring and reassuring home.”* We saw many kind and caring interactions during our visit but there was also lots of laughter and fun with people, clearly enjoying good relationships with the care staff team. People enjoy taking part in activities in the community and contribute greatly by attending work placements which they clearly enjoy. Care staff seek medical advice for people when they need it and support people to have their medication as prescribed.

People are protected from harm and abuse. Care staff know what to do and who to report to if they are concerned about the well-being of people. They have training relevant to the needs of the people they support. Policies are in place to guide their practice. Risk management plans are completed to promote independence whilst keeping people as safe as possible.

People live in accommodation suitable for their needs. Health and safety checks are carried out to make sure people living and working at the service remain safe. A programme of redecoration and refurbishment is ongoing.

Care and Support

People receive care and support in line with their individual needs and personal preferences. Personal plans are developed and reviewed with the person to make sure they are reflective of their personal needs and wishes. They contain detailed information about individuals care and support needs as well as any goals they would like to achieve. People we spoke with told us care staff support them to work towards achieving their goals. Any identified risks associated with this are recorded in the care records with clear actions for care staff to follow to promote independence, whilst managing the risk.

People are supported to fulfil their potential and do things that matter to them. Care staff work very hard to promote independence within people by supporting them with life skills including cooking, cleaning, shopping, and managing finances. They clearly want the best for people. They told us people they support are *“uplifting”* and *“they help me as much as I help them.”* People spend time doing things that matter to them. During our visit, one person was at their work placement, others told us they also attend work placements which they enjoy. Some people were enjoying spending time in their room where they did puzzles or artwork, others were enjoying each other’s company in the lounge and taking part in a sing along. People told us they go to the cinema, go out shopping and go swimming. We were told regular trips and outings are arranged for people who want to go.

The health and well-being of people is supported by a knowledgeable, caring staff team who are committed to making sure people remain as healthy as possible. People who need it are supported to attend medical appointments. Records show referrals are made to health and social care professionals in a timely way. People have regular health checks and medication reviews to make sure they continue to receive the right medical support. Medication is managed well by care staff who have training and their competency to administer medication is regularly assessed. Policies and procedures are accessible to guide their practice in medication management. The management carry out regular audits of the medication so any issues can be identified and rectified quickly.

Systems are in place to manage infection prevention and control (IPC). The manager told us they have a good stock of personal protective equipment (PPE) for staff to use. Care staff have training and further guidance is available to them in the providers IPC policy.

Environment

People live in accommodation to suit their needs. They are supported by care staff to do household chores including cleaning which we saw during our visit. Bedrooms are personalised with items of their choosing which are important to them. People who showed us their bedrooms were clearly very proud of them. They said they had everything they needed to be comfortable. If they want to spend some time alone, they can, but can also spend time with others in the lounges. We saw this during our visit, people moved freely around the home, making themselves a hot drink when they wanted one. Care staff were always visible offering support and guidance to people or just spending time with them. There is a garden area for people to enjoy in the good weather. The position of the service means people who are able, can walk into town or catch a bus to nearby towns.

The home is in need of redecoration and some minor repairs are required. This was identified as an area for improvement at the last inspection. Regular environmental audits seen show works outstanding. We saw this work has not been undertaken but quotes for works have been sought and approved by the provider. Reassurance has been given by the provider this work will commence shortly. This remains an area for improvement, and we expect the provider to take action.

Measures are in place to ensure people living and working in the home are safe. We saw regular audits of the environment including the kitchen are carried out. Risk assessments are in place to manage any identified risk including the use of Control of Substances Hazardous to Health (COSHH). Fire safety is managed well with regular checks carried out both internally and externally. Routine gas and electrical safety checks are conducted as well as Portable Appliance Testing (PAT).

Leadership and Management

The service provider has clear arrangements in place for the oversight and governance of the service. Audits of all aspects of the service are completed regularly so any areas for improvement can be addressed quickly. People have opportunities to give their views about the service they receive in a number of ways including through daily discussion with care staff, personal plan reviews and discussion with the RI during their regular visits. Reports are produced which show how the quality of care is continually assessed. This allows for improvements to be identified and addressed. The statement of purpose tells people what they can expect from the service and can be made available in Welsh for people who want it.

People are supported by a care team who receive training and support in their role. Care staff told us they work well as a team. They give good support to each other which we saw during our visit. They feel well supported by the manager and told us the RI is always contactable for guidance if needed. Records show care staff have regular one to one meetings with their line manager where they can reflect on their practice and discuss any issues they may have. Appraisals of their performance take place where any additional training needs can be identified to support them in their role. Records show training opportunities are available and care staff are supported to undertake training to help them fulfil the requirements of their role. The manager meets regularly with the RI for supervision. They feel very well supported in their role. Team meetings are held regularly. This allows information to be passed to care staff and topics can be discussed as a group.

Care staff are appropriately recruited to make sure people are kept as safe as possible. The provider makes sure all required checks are in place before people start work at the service.

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
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
44	The premises require improvements to provide an adequate standard of living.	Not Achieved
36	Staff are not provided with annual appraisals and new staff are not provided with a structured induction in line with Social Care Wales framework.	Achieved
35	Recruitment processes are not robust.	Achieved
38	Staff meetings are not held.	Achieved

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