



Inspection Report on

Maes Y Wennol Residential Care Home

**Maes Y Wennol Care Home
Llangurig Road
Llanidloes
SY18 6ES**

Date Inspection Completed

12/06/2024

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About Maes Y Wennol Residential Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Shaw healthcare (Cambria) Limited
Registered places	29
Language of the service	English
Previous Care Inspectorate Wales inspection	12.5.2022
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 and their relatives are happy with the standard of care provided at Maes y Wennol. Care and support are person centred and delivered in a dignified, respectful way. Care workers have a good understanding of people's needs and provide care with patience and kindness. Personal plans of care are thorough and detail people's care needs and how they should be met. They are supported with risk assessments and further information where required. People have good access to health and social care professionals to help maintain their overall well-being. Activities and events are regularly planned, which people look forward to. Care staff attend training appropriate to the roles they undertake and feel well supported by management. Overall, care workers say they are happy working at the service and feel valued. The Responsible Individual (RI) visits the service in line with regulatory requirements and regular quality assurance monitoring takes place. There are policies and procedures in place and people have access to a robust complaints process. People live in a suitable environment that is clean and comfortable. There is an on-going programme of maintenance and repair to ensure the environment remains well-maintained and safe.

Well-being

People's physical, mental health and emotional wellbeing is promoted, enabling them to have access to the right care at the right time. People are encouraged to participate in activities they enjoy. There are activities which support people's physical and mental health and emotional well-being. Medication is stored and administered safely in line with policy. All staff wear personal protective equipment (PPE) when needed.

People have a voice and are treated with dignity and respect by care workers who know them well. Staff offer a choice of meals, the service has a food hygiene rating of five, which is 'very good'. Regular resident meetings take place, whereby people have a say in the running of the home. Equipment such as a call bell system is used, this enables people to get the care they need at the right time. People who live at the service told us care workers respond quickly when they use the call bell. A relative told us "*We are very lucky to have this home in our community*". People have access to various health and social care services. We saw evidence of medical appointments in people's documentation. Information regarding how their physical and emotional mental health well-being needs are met are contained within their personal plans.

People live in suitable accommodation, which supports and facilitates their well-being. Rooms contain personalised items of choice. They are suitably furnished and have facilities, which encourage independence whilst maintaining safety. The environment is safe, free from hazards and well maintained. Safety checks are completed when required and there is a fire risk assessment in place. Alarm testing and fire drills take place regularly and people have personal evacuation plans in place.

There are systems in place to help protect people from abuse and harm. Ongoing training ensures care staff are sufficiently skilled. Policies and procedures support good practice and can assist staff to report a safeguarding concern or 'whistle blow', should this be needed. Care workers tell us they feel confident if they raise an issue with the manager, it will be responded to. Pre-recruitment checks are robust and regular supervision supports continued development. The service meets regulatory requirements for submitting notifications to Care Inspectorate Wales (CIW).

Care and Support

On the day of our inspection, we saw care workers interacting well with people, engaging them in meaningful conversations and providing appropriate care and support. It was clear care workers know the people they support well and are familiar with their needs, preferences, and routines. People we spoke to provided positive feedback regarding care workers. One person said, *"I like it here"*. Another person we spoke to told us *"All the staff go above and beyond"*. We also received complimentary feedback from relatives of people living at the home. One commented, *"He's just so happy there"*. Other relatives we spoke to used words like *"caring"*, *"helpful"* and *"good"* to describe care workers and the service provided.

People benefit from a good standard of care and support. A person-centred approach to care planning ensures people are central to the care and support they receive. An electronic care file system is in place and personal plans are developed in partnership with the person or their representative. They highlight people's outcomes and provide care workers with clear instructions regarding care delivery. Robust risk assessments and management plans identify people's vulnerabilities and give care workers guidance on interventions that will keep people safe. Activities are on offer to keep people engaged. On the day of our inspection, we saw people enjoying the garden, doing crafts and having a sing along. One person told us *"There's plenty going on"*. Food choices are varied and people with special dietary requirements are catered for. People commented positively regarding food choices, saying *"Very good"*, *"Lovely"* and *"Plenty of it"*.

Records show people have good access to health and social care professionals when needed. A visiting health professional told us they have no concerns and *"People get good care and are well supported"*. Support is available for people with medication needs. People have plans detailing their medication regimes. We looked at the services electronic medication administration recording system and found people receive their medication as prescribed. The completion of routine medication audits ensures practice remains safe and effective.

The service takes all reasonable steps to identify and prevent the possibility of abuse. Staff recognise their personal responsibilities in keeping people safe and told us they would report any issues of concern. They are aware of the whistleblowing procedure, and said they felt confident approaching management if they needed to. Care workers told us they had undertaken training in safeguarding and there is a current safeguarding policy for all staff to access and follow.

Environment

The environment supports people to achieve their personal outcomes. On arrival we found the main entrance secure, and we were asked to sign the visitors book before we were allowed entry. We had a tour of the building and found that environmental hazards have been reduced as far as practically possible. Window restrictors are in place and harmful chemicals are stored safely. The building is well maintained, and safety checks of equipment, gas and electricity take place in line with legal requirements. We were told that any repairs are generally completed swiftly. There is a fire risk assessment in place and fire alarms are tested regularly. People living at the service have a personal emergency evacuation plan (PEEP) in place which ensures that care staff know how to evacuate people safely in the event of an emergency. All care workers receive training in fire safety.

People are cared for in safe and secure surroundings. We saw the laundry facilities, which are suitable to meet the needs of people living in the home. We also saw window restrictors in place. Employee personnel records and care records are stored securely in the manager or deputy manager's office.

There are beautiful garden areas at Maes y Wennol. Most bedrooms benefit from having a door which access different secure garden areas. One area has been made into a vegetable garden where a large variety of vegetables are being grown. Care workers and people living in the home help to tend the garden areas. Much thought has been put into the planning of the garden, with bird feeders, fragrant flowers and plentiful table and chairs where people can sit and enjoy the outdoor space. There are three ponds which can only be accessed by people with support, however, they provide a beautiful outlook from the windows.

Leadership and Management

The service has a strong vision and ethos. Its aims, values, and delivery of support are set out in the Statement of Purpose in a transparent way. A written guide is available for people in the service, containing practical information about the home, and the support provided. The service also offers a good variety of formal and informal opportunities for people and their representatives, to ask questions and give feedback.

Care workers are recruited in line with regulation to ensure they are suitable to work with vulnerable people. Checks including Disclosure and Barring Service (DBS), previous employment and reference checks are completed. New employees complete an induction on commencement of employment and get to shadow experienced members of the team. Following this care workers register with Social Care Wales (the workforce regulator). This is done to ensure care workers maintain the skills and qualifications required for working in the care sector.

Care workers receive appropriate training and support to meet people's needs. The service is compliant with its training requirements. New care workers receive an induction in line with Social Care Wales's requirements. Care Workers say they are happy with the training available. They also speak positively about the regular formal and informal supervision support they receive from the management team. There are robust up to date company policies and procedures in safeguarding, whistleblowing, infection control and medication. Regular staff meetings take place, which supports good communication. There is a new manager in post who is visible in the service daily. They have worked in the service for many years and knows supported people well. Care workers spoken with feel valued in their roles and were complimentary of the manager. They told us "*She's lovely*" and "*approachable*". A care manager told us "*She knows staff and residents well*". There are currently some staff vacancies. Care workers told us there are times when they are short staffed, and they find this quite stressful. Management is aware of this and are actively trying to recruit more permanent staff.

Quality assurance processes are in place to review the standards of service provided. This includes obtaining the views of people who use the service. We saw the RI undertakes regular formal visits to monitor the quality of the service. Internal audits and spot checks are used to consistently monitor the service people receive. The manager feels supported in their role by the RI and senior management team to facilitate the safe running of the service. At the time of the inspection the manager does not hold the qualification required to register with Social Care Wales. However, the manager is working towards the qualification and has worked at the service for many years and is well known to staff and people living in the home.

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
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