



Plas Newydd Care Home



Plas Newydd Care Home, 18 New Road Treboeth, Swansea, SA5 9DA



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<http://www.plasnewydd-care-home.co.uk>

Date(s) of inspection visit(s): 11/08/2025, 12/08/2025

Service Information:

Operated by:	Plas Newydd Care Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	22
Main language(s):	English
Promotion of Welsh language and culture:	The service provider makes an effort to promote the use of the Welsh language and culture, or is working towards a bilingual service.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Plas Newydd Care Home is a care home service for adults in Treboeth, north of Swansea town centre which is a short distance from local shops and facilities. The home is a three-storey property with accommodation for up to 22 people. There is a Responsible Individual (RI) who has a presence within the service and a manager who is registered with Social Care Wales (SCW). Care workers are supported formally during supervision and informally through day-to-day discussions. People and their relatives are satisfied with the care and support provided at the service. They live in a welcoming and homely environment which is warm, clean, and suitable to meet their needs.

At this inspection we found improvements had been made to the environment with the correct bed rails being in place to ensure people's safety. People experience good wellbeing outcomes because of the care and support they receive. People identified as being at risk of skin integrity issues have what is known as Skin bundles in place to monitor this. The environment is an area which the service provider is seeking to improve and has already started on a programme of ongoing refurbishment. Leadership and management of the service is good because the care staff ensure people achieve good outcomes.

Findings:



Well-being

Good

People are treated with dignity and respect. They are supported to identify their well-being outcomes and encouraged to use and build on their strengths. People who told us they were satisfied with the support they received from Plas Newydd Care Home and were supported with making day to day decisions. We observed people being supported in a kind and sincere way and people told us care workers are very good at their jobs and “*know what they are doing, they are well trained.*” People are mostly enabled to achieve outcomes identified together with their care workers.

People are safeguarded from abuse and neglect. People are provided with a secure environment where they feel safe at all times. There are effective mechanisms in place to ensure every voice is heard and respected. There are strong support systems to ensure any risks are promptly identified and addressed. Care workers have a good understanding of their responsibilities and know how to report any concerns they have about people they support. Personal plans and risk assessments are in place and reviewed regularly.

People are supported to develop and sustain positive relationships within their community and with family, friends, and important people in their lives as far as possible. Care workers support this by valuing these relationships and the importance they hold in people’s lives. One family member commented “*We are kept in the loop with what’s happening, appointments and so on regarding dads’ care and support.*”

People have access to the equipment and technology they need to achieve their well-being outcomes. The service provider facilitates regular contact with people’s families who do not live in the area by ensuring people can keep in touch with their family using electronic media such as ‘Facetime’ and other electronic forms of communication.

The service provider makes an effort to promote the use of the Welsh language and cultural needs of people and is working towards becoming a bi-lingual service. The service makes documentation available in the language of people’s choice. The manager told us “*We have been promoting the Welsh language active offer through the culture of the home. This has become a joyful way for us to learn together, celebrate culture, and strengthen our community.*”



Care & Support

Good

Most people receive consistently good quality care because the provider thoroughly assesses their needs and personal outcomes, as well as the impact on people currently accessing the service, before agreeing to provide the service. They are well supported according to personal plans and risk assessments which reflect their needs. A sample of personal plans viewed contain detailed information regarding personal interests, likes and dislikes. People told us, and we saw personal plans are developed following discussions with people and their family. One family member told us *“The manager always keeps us informed and we very much feel involved in mum’s care.”* Personal plans and risk assessments are accurate and regularly reviewed in consultation with people wherever possible. Recording of food and fluid intake in daily records need to be strengthened. Referrals for advice and professional help regarding health services are sought as needed.

People are supported to maintain their physical and mental health, and emotional well-being. People are well supported to engage in and participate in various activities that foster happiness and health. We saw there are a range of activities available which are meaningful to people. People told us they enjoy taking part in a variety of activities including painting, karaoke, hairdresser, learning Welsh, bingo, ball games and trivia quizzes. People meet regularly either individually or in the communal lounge with care workers to plan future things they would like to do.

People are kept safe from harm and abuse, ensuring all legal requirements are met. Policies and procedures have been reviewed to make sure they are up to date. We discussed with the manager the need to strengthen the oversight of safeguarding referrals and records. Care workers are aware there are policies in place to guide them and are supported by management. People feel secure, knowing that care workers understand and act in accordance with their safeguarding responsibilities and have completed safeguarding training relevant to their roles.

People’s medications are stored and administered safely in line with statutory and non-statutory guidance and the service provider’s medication policy. There are safe procedures for accepting incoming, returning, and administering medication. Medication is consistently stored as required to ensure its efficacy and safety. Fully trained Care workers administer people’s medication, and their competency is checked on an annual basis. Audits are completed to ensure consistency of practice and good standards are maintained. There is a medication policy in place which is reviewed regularly.



Environment

Good

Plas Newydd Care Home is a comfortable and informal environment. On the day of the inspection, we found the home to be calm and relaxing. The service provider has identified areas of wear and tear around the home. People have access to a variety of different communal and private spaces in which to spend time alone, socialise or entertain visitors. The manager told us the service has a maintenance worker employed. The service is mostly clutter free. Records show systems are in place to monitor the decoration and repair of all rooms, facilities and furnishings, and action is taken to address issues as they arise.

The service provider ensures the premises comply with current legislation and national guidance in relation to health and safety, fire safety, environmental health and any standards set by the Food Standards Agency. The service provider identifies and mitigates risks to health and safety. There is a system in place for monitoring and auditing of health and safety. Regular servicing, maintenance, and immediate repairs of facilities ensures the safety and well-being of people using the service. The sample of bedrooms viewed had facilities and equipment which is suitable for the individuals and meets care plan requirements. People access the home through a securely locked door and visitors must sign in and provide identification prior to entry.

The garden and outdoor area are safe, attractive, and accessible to all people, including those with physical, sensory, and cognitive impairments. The service often holds parties for people and their relatives in the garden when the weather permits. A relative commented “*Any excuse for a party*” and another commented “*They enjoy having a Barbecue in the summer.*”

Policy, procedure, and application of hygienic practices are in place to reduce risks of cross infection. Care workers demonstrate an understanding of infection control and the use of personal protective equipment (PPE). Care workers wear appropriate PPE and follow correct procedures. The service has sufficient stock available. There is effective oversight and auditing of infection control measures. Cleaning schedules are in place and are implemented in the service.



Leadership & Management

Good

The service provider has ensured there are systems for governance and oversight of the service in place. Systems for assessment, care planning, monitoring, and review to enable people to achieve their personal outcomes are established. The service is provided in line with the objectives of the Statement of Purpose (SOP) and Guide to the Service, which are regularly reviewed.

There are effective systems to monitor the quality of the service they receive. The RI complete a bi-annual quality of care review which we viewed and found to be consistently good and saw completed as required by regulatory requirement. Records show the RI visits the home regularly and at least quarterly per year to complete the statutory visits and meet with people and staff. We saw evidence the RI has oversight of the service, and the service management team conduct a quality assurance system to ensure quality care is delivered. We discussed with the manager the need to ensure the implementation of the quality assurance policy is strengthened to include explicit detail of audits to be completed, by whom and the frequency. We also discussed the need to ensure robust oversight of staff supervision and safeguarding.

The service provider has oversight of the financial arrangements and investment in the service. The RI assured us the service is financially sustainable to support people to be safe and achieve their personal outcomes. The RI told us of investment such as *“We involve staff, residents and family in Welsh lessons and arts and crafts through bonding as a community.”*

Staff recruitment pre-employment checks are completed prior to employment commencing. Supporting and developing staff with supervision, appraisal and training is in place. Care workers told us they feel valued and supported by the manager. The manager informed us that training is continually being updated to ensure all staff have completed the appropriate training required. However, we discussed with the manager the need to ensure Skin integrity training was in place for all care workers. There are enough staff on duty to safely support and care for people. Records show recently a few long-standing staff have left but, on the whole, there is a stable and consistent team in place with a mixture of experienced and new staff available, and this was seen during our inspection.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

CIW has no areas for improvement identified following this inspection.

CIW has not issued any Priority action notices following this inspection.

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