



Inspection Report on

Ceris Newydd Nursing Home

**Ceris Newydd Nursing Home
Treborrh
Bangor
LL57 2RQ**

Date Inspection Completed

25/09/2023

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About Ceris Newydd Nursing Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Fairways Care Ltd
Registered places	75
Language of the service	English
Previous Care Inspectorate Wales inspection	12 December 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

Ceris Newydd comprises of two adjoining buildings, one building is known as Ceris Newydd and the other as Glyn Menai. The home offers care for people living with dementia and for people with general nursing needs. The provider of the service is investing in upgrading the fabric of the home, modernising electrics, and redecorating. This work is well underway. People told us they are happy with their rooms and the environment. Care is centred around the needs of individuals and people are asked their opinion regarding the service they receive. Staff receive regular training and supervision to support them in their work. Staff said they are happy to be working in the home and they feel people receive good care.

Well-being

People's individual circumstances are considered in the home. We found people's plans of care are centred around their individual needs and preferences. People told us they can choose what to do in the day and what they would like to eat. A person said, "*It's fine here, staff are lovely. I can choose what I want to eat and things to do in the day.*" Other people told us, "*Staff are kind*" and "*the food is good*". There is a rolling four weekly menu available which is changed on a seasonal basis, people have a choice of meals and special diets are catered for. People can access drinks and snacks as they need them. There is open visiting for family and friends. A regular coffee morning is held for families to meet staff and discuss any issues. We saw several thank you cards from families thanking staff for their kindness and care. The responsible individual (RI) frequently asks people and their families about the service they receive to ensure good quality care.

People can do things which matter to them. We saw a person having a visit from their family and dog which they enjoyed. People have visits from therapy pets in the home also. We saw an activities board offering origami sessions, sing-along Mondays, paper craft Wednesdays and the "*sweetie cart*" comes around on Fridays. There are areas to sit outside in good weather for people to enjoy looking out at the Menai Straits and Menai Bridge. We saw people had TVs, radios, books, and hobby materials in their rooms. There is a choice of lounges available for people to be sociable or quiet in. We saw most people in the Ceris unit having a meal together in a lounge, rapport between staff and people is good and people are treated with respect.

People are safe and are protected from abuse and neglect. Staff can describe the local safeguarding process and how to make a report should they be worried about anyone's care. The manager or senior staff report any accidents, incidents or issues affecting the smooth running of the service to Care Inspectorate Wales (CIW), and health authorities.

Care and Support

Staff provide a service in consultation with people. The RI asks people's opinion about their care and addresses any issues to ensure people have good outcomes. People's plan of care is centred around their individual needs and takes into account their choices. The plans of care are on an electronic system. The system flags up when care plans and risk assessments are due for review to ensure people receive updated care according to any conditional changes. We saw from personal plans, people are supported to attend health care appointments if able, health care professionals also visit people in the home and any instructions are documented carefully to ensure good outcomes. People receive their medications in a timely way, we saw staff are updated regarding medications training and their competency is tested. There are good medicine ordering and storage systems in place in the home. The RI and manager have good oversight of the care given to people, the electronic system records the amount of diet and fluid taken by each person, the personal care given to them by type, and the time it was given. Records are kept of people's weights; this is audited by the manager to ensure people are assisted to maintain a healthy weight. Managers perform spot checks on the care given during the day and night to ensure standards are consistent. Staff are up to date with their training to enable them to have updated knowledge for their role.

The service promotes hygienic practises and manages risk of infection. We saw there is good access to handwashing sinks to maintain good hand hygiene. Staff told us they have plenty of Personal Protective Equipment (PPE), to keep people and themselves safe. The service has their own cleaning staff to ensure the home is clean and hygienic. We saw people have laundered clothing which are stored tidily to maintain people's dignity. The home has appropriate equipment such as pedal bins and colour coded bags to ensure refuse is dealt with safely.

Environment

The service provides care in an environment which promotes achievement of people's personal outcomes. Work is in progress in the home to upgrade the décor and facilities. New electric wiring has been installed, new flooring to corridors and rooms and a new laundry room and wet rooms are being provided. People told us they are happy with their rooms; we saw people can personalise their space with things which matter to them. The home presented as clean and tidy, no trip hazards are seen in corridors and walkways, fire escapes are clear of clutter. The grounds are tidy and there is ample parking space for visitors.

The service identifies risks to people's health and safety, and where possible, mitigates the risk. Checks are in place to ensure the safety of utilities in the home such as water, gas, electricity. The lift is serviced regularly and is in good working order. The provider has insurance in place to safeguard the home. Equipment needed for people's care is serviced regularly, and equipment is replaced as required. Fire alarm tests are performed weekly, and the emergency lighting checked. Staff are updated regarding fire safety training and emergency evacuation drills. Health and safety risk assessments for the home are reviewed regularly and are available for staff to reference. Each person has a Personal Emergency Evacuation Plan (PEEP) which is stored in a place which is easily accessible for emergency services.

Leadership and Management

Governance arrangements are in place to ensure the smooth running of the service. The RI performs regular checks to ensure the quality of the service and asks the views of people and staff. The findings are written in a report which is compliant with the regulations. There is a good managerial structure in the home to support people to achieve their outcomes. Regular meetings are held with staff to discuss areas where standards are achieved, and areas which require more work.

People are supported by enough staff with appropriate qualifications and skills. We saw from work rotas that there are consistent numbers of care workers on duty. Where there are staff absences, the manager covers these with agency workers. The service tries to use the same agency staff to ensure consistent care for people. Personnel records demonstrate good recruitment practices; checks are in place to ensure staff are appropriate to work with vulnerable adults. Staff are up to date with their training and supervision, this supports them to have good practices in their work. Staff told us they are happy in their work and feel well supported by managers. A staff member said, *"I'm happy here, everyone gets on well. They are good workers; everyone gets good care. We have regular training and supervision."*

The provider has not reported any financial difficulty to CIW. We saw there are sufficient meals and snacks for people. Equipment needed for people's care is well maintained and replaced as needed. There is good recruitment and retention of staff. Investment is being made into the environment of the home to ensure people's safety and comfort.

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
36	Staff have not received regular supervision to enable them in their daily role. Staff have not received training which is delivered in a manner to suit their learning needs.	Achieved
58	The provider cannot assure people that medicines are always administered according to good practice guidelines.	Achieved

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
N/A	No non-compliance of this type was identified at this inspection	N/A
44	The home needs maintenance in several areas, but mainly in the older parts of the building. Furniture is required to be in sufficient state of repair to provide people with comfort and safety. Areas of high traffic need to be painted and made good to provide people with a comfortable, dignified environment.	Achieved

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