



## Inspection Report on

**Ceris Newydd Nursing Home**

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

**Date Inspection Completed**

**12 December 2022**

12/12/2022

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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	<a href="#">[Manual Insert]</a> 10 August 2022
Does this service provide the Welsh Language active offer?	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

Ceris Newydd Nursing Home has a new provider who has identified improvements to be made to the service. The provider is addressing issues in the home such as maintenance of the buildings and facilities, this will be ongoing. The provider has recruited new staff and two clinical lead nurses to ensure there are sufficient staff to provide for people's needs.

People we spoke with said they are happy with their care in the home, staff respond to their needs in a timely way. Staff said they are happy in their work and are supported by managers who are regularly present in the home. Staff stated they are listened to, and managers are proactive.

The Responsible Individual (RI) has oversight of the service and visits the home regularly. The RI has explained to Care Inspectorate Wales (CIW), what work is planned to further improve the service, and what is to be done to address areas identified concerning supervision of staff, medicines administration, and the environment as needing action and improvement.

## Well-being

People told us they are happy with the care given to them in the home. One person told us staff know them well and can attend to their needs in a caring manner, and with good humour. We saw people were given choices in their daily life such as when to get up and go to bed, and how they wish to spend their day. People can personalise their rooms with furniture and things of importance to them to help them feel at home. Several rooms are spacious, and people have room for personal furniture and hobby materials.

People are offered activities to keep them active and maintain their interests. A person told us they have been provided with knitting materials by staff which they are delighted with. Activities persons have developed a weekly programme of activities to help people socialise and to keep them stimulated. The home has well-kept outside spaces which people and their visitors can use in good weather.

A varied, healthy diet is offered to people, and they can access drinks and snacks as needed. We viewed the menus offered to people and saw they are varied; people have special menus over the Christmas period which offer festive meal choices. People who require a special diet are catered for. People told us the food is good and they can choose alternative meals if they dislike the main ones on offer.

People are protected from abuse and neglect. Quality of care indicators such as falls, and safeguarding issues are audited and reported upon for analysis. Any patterns are questioned to ensure people receive the care they require and are not neglected. The service reports notifiable incidents to CIW and the local authorities. They are open to scrutiny and support regarding developing their care practices.

## Care and Support

People are cared for by staff who are familiar with their needs, and newer staff who are becoming familiar with their care needs. The service has a new electronic personal plan system, staff have handheld units to constantly update care records. Some paper records are also kept as back up should the electronic system fail. We saw staff have had training regarding using the new recording system. Staff said the system was very new, but they are getting used to it. The system flags up when personal plans and risk assessments need updating so that staff can ensure plans are still relevant to people as their care needs change. Managers can audit the care system, and easily see if there are any problems regarding personal plans, checks, and health monitoring for people.

People benefit from satisfactory health monitoring. We saw from the documents that health problems are identified for people and advice sought from health care professionals in an appropriate and timely manner. People told us they are seen by the Doctor as needed. Staff told us the Doctors conduct regular reviews of people's care. We saw an Occupational Therapist was reviewing a person, on the day of inspection, to provide appropriate equipment for their care needs. Instructions given by health care professionals are documented to provide instruction for staff regarding people's care.

People receive care in an unhurried and caring way. Staff provide support to people who need assistance with eating their meals and other activities. New staff have been recruited, some have commenced work, others are yet to start. Agency staff are used to cover any shortfall in staff numbers. The service tries to use the same agency staff to provide continuity of care for people living in the home.

People are cared for by staff who are aware of safeguarding procedures. Staff can describe the process for whistleblowing and raising concerns should they have concerns about people's care.

The medicines audit conducted on the day of inspection identified some practices regarding the administration of medicines which need to be addressed. We saw there were gaps in staff's knowledge regarding policy and procedure to support best practice. There were some omissions in medicine records seen. Not all staff have attended updated medicines training as offered by the Health Authority. This is placing people's health and well-being at risk and we have therefore issued a priority action notice. The provider must take immediate action to address this issue.

## Environment

The provider has identified areas of improvement within the environment. The older parts of the home are being rewired and the RI has assured CIW this is being done in a zoned manner to cause as little disturbance to people as possible. The RI has assured us this work has been risked assessed by the contractor, and by the service themselves. This will be tested during the next inspection as will other improvements made to the environment.

People benefit from living in a clean environment. The home has dedicated housekeeping staff to maintain hygiene in the home. The home was tidy on the day of inspection and fire exits were clear of obstructions. People can access appropriate equipment to aid with their care, equipment is serviced as required by manufacturers to ensure they are safe to use.

Storage issues have been identified by the provider and there are plans to address this. We saw a shower room needs maintenance attention. The RI told us this room is to be remodelled as they feel it is small, and not fit for purpose. As there are many improvement works currently underway within the building, we will assess the environment in greater depth during the next inspection.

## Leadership and Management

People benefit from an improved managerial structure and greater numbers of staff recruited to the service. The RI visits the home frequently and has oversight of the quality of care given in the home. Quality assurance reports and RI visit reports are provided as required by the regulations.

People are cared for by staff who have been recruited safely. New staff members have been employed and are being inducted into the service, so they are familiar with policies and procedures in the home and are familiar with people's care. Where agency staff are used, the service tries to use the same staff members to ensure continuity of care. Staff have checks in place to ensure they are appropriate to work with vulnerable adults.

Staff told us they feel well supported by management. We saw from staff supervision documentation, that supervision has improved for care support workers, but supervision for several nurses is still outstanding and needs to be addressed. We saw some training needs have been provided for, but others remain outstanding. This is placing people's health and well-being at risk as staff are required to have regular supervision and training to ensure best practice in their role. This was identified at the last inspection and a priority action notice was issued. Although action has been taken, this aspect of the service requires further improvement to achieve compliance to the regulation. The priority action notice remains in place at this inspection.

The provider has not declared any financial problems to Care Inspectorate Wales.





### 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
58	The provider cannot assure people that medicines are always administered according to good practice guidelines.	New
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.	Not 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
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.	Reviewed

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