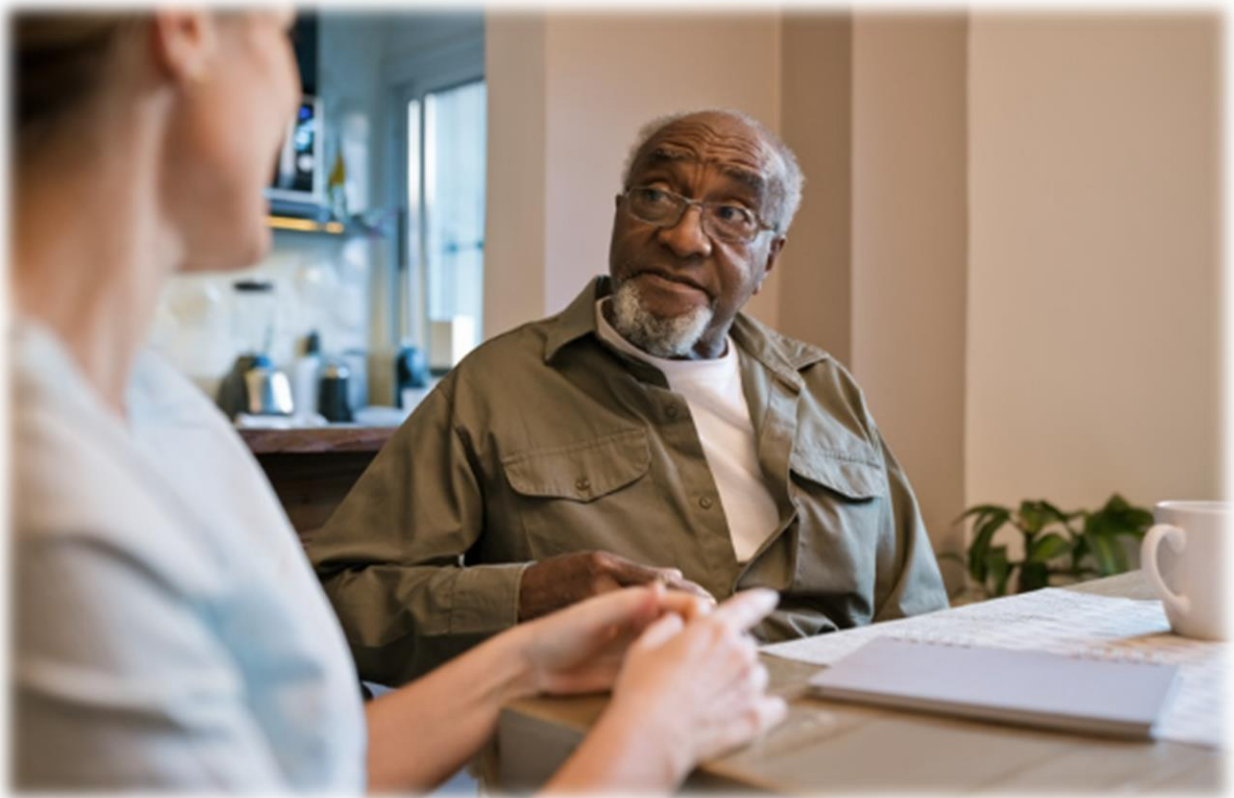


Llais Gwent Region Engagement Summary

Penpergwm House Residential Care Home

October 2023



Accessible formats

This publication is also available in Welsh.

If you would like this publication in an alternative format and/or language, please contact us. You can ask for a copy by contacting our office:

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Background:

Llais is an independent statutory body, set up by the Welsh Government to give people of Wales much more say in the planning and delivery of their health and social care services – locally, regionally, and nationally.

As part of our local workplan, Llais Gwent Region has committed to engage with people at the point they are receiving a health and social care service. Therefore, we arranged for two of our visiting volunteers to attend Penpergwm Home (Residential Home) to speak with people who reside there, to gain their feedback about what it's like for them to stay at Penpergwm House, and their access to health and social care services.

Penpergwm House Residential Home is a family run care home in the heart of Monmouthshire (between Abergavenny & Raglan). Penpergwm House offers 34 rooms to accommodate clients. Both permanent places and short stay/respite placements are available, and visitors are welcomed at any time that suits their clients – not the home.¹

In July 2023, our Public Engagement, Monitoring and Scrutiny Officer, and Regional Director were invited to visit Penpergwm House, and were given a tour of the home by the Residential Manager.

Following this, our volunteers were invited to attend Penpergwm House to speak with their residents. We were careful not to disrupt mealtimes.

On Monday 16th of October 2023, two of our visiting volunteers attended Penpergwm House, and had a tour of the home by the Residential Manager. Our volunteers spoke to four clients who were happy to give their feedback about what it's like to live at Penpergwm House.

This briefing contains a summary of the feedback that people gave during our visit.



¹ [Residential Care - Penpergwm House Residential Care Home](#)



Feedback we received:

Four people who reside at Penpergwm Home happily engaged with our visiting volunteers and had a conversation about living at Penpergwm House.

To ensure we were engaging with clients appropriately, our visiting volunteers did not take surveys to complete. Instead, 'prompt' questions were given to start a spontaneous and natural conversation.

Overall, clients at Penpergwm House said they are very happy residing there. People told us they felt *“safe”* and *“content”*, whilst others told us it *“feels like home”*.

If people needed to access NHS or social care services, this was arranged for them by staff.

People found staff friendly and approachable, and one person told us that staff were always happy to listen to them.

There were activities for people to participate in at Penpergwm House, one person told us they do not participate in the activities, but they were happy sitting in the day room to have tea.

Clients were satisfied with the food and drinks offered at Penpergwm Home; one person told us there was *“lots of lovely homemade food”*.

Further comments:

“Would rather be here than at home alone”.

“Good people - can't expect too much”.



Appendix 7

Equality Impact Assessment

Please complete the following table to state whether the following groups will be adversely, positively, differentially affected by Llais' policy/activity/report or that it will have no affect at all.

Impact	None	Negative	Positive	Comments
Protected characteristics				
Age	X			
Disability	X			
Sex	X			
Race	X			
Religion/Beliefs	X			
Sexual Orientation	X			
Gender reassignment	X			
Marriage and civil partnership	X			
Pregnancy and maternity	X			
Other characteristics to consider				
Welsh Language			X	Reports & surveys are available and published bilingually
Other Languages		X		Reports & surveys can be published in a required language on request
Human Rights	X			
Poverty level	X			
Persons with dependents	X			
Rural residence	X			
Gypsy and traveller communities	X			
Digitally vulnerable	X			

Risk assessment

Are there any risks arising from the implementation of this policy?

N/A

What measures are in place to manage or remove these risks?

N/A

Welsh Language

This document/policy/report has been assessed in line with our Welsh language requirements for standards:

37,38

69,70,71

In coming to our impact determination, we can evidence that:

All Llais public facing documents are available in Welsh & English.

Llais undertakes an Equality Impact Assessment for all public documents and identify them as positive for Welsh translations.

Outcome

Positive impact –

Standards 37, 38 – All public documents are produced and published bilingually in Welsh and English.

Standards 69-71 - We undertake Equality Impact Assessments for all public documents and identify them as positive for Welsh translations.

Negative Impact – None