



Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

Bryn y Wawr Care Home

6 New Road
Llandeilo
SA19 6DB

Type of Inspection – Baseline
Date(s) of inspection – 23 & 30 December 2013
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Summary

About the service

Bryn y Waw Home is registered with the Care and Social Services Inspectorate Wales (CССИW) to provide personal care and accommodation for up to 10 people with learning disabilities, at the time of the inspection there were 10 people living at the home. The home is centrally located within the town of Llandeilo in the county of Carmarthenshire and is a close commute to the town of Carmarthen.

Bryn y Wawr provides accommodation within a large old Victorian property, the majority of the accommodation is provided within the main house, in addition to this there is an attached annexe which provides self contained accommodation for three people in two separate areas. The home is owned by Oakview Care. The responsible individual is Nicola Elliot, the registered manager with day to day responsibility for the home is Isobel Roberts.

What type of inspection was carried out?

This was a scheduled unannounced baseline inspection that looked at the four themes of quality of life, quality of staffing, quality of leadership and management and quality of environment. Whilst the inspection was scheduled we brought the inspection forward due to concerns raised by one individual on the quality of life, quality of staffing and quality of management provided by the setting. The visits were undertaken on the 23 and 30 of December.

During the visits we spoke with and observed people using the service, staff on duty, registered individual and the deputy manager. We inspected the environment and looked at how the service impacted on the people using the service. We examined a sample of documentation, and case tracked the files of three people who use the service, chosen at random.

The following methodologies were also used:

- Analysis of the self assessment of service statement (SASS) documentation submitted to CССИW
- Analysis of the Statement of Purpose
- Discussion with professions involved in the service
- Observation of care practices – including meal times and staff handover meetings
- Discussion and feedback with a number of relatives
- Direct observation of the people using the service, including interactions between staff and service users
- Review of policies
- Discussion and feedback from 12 members of staff
- Review of 4 staff files
- Review of staff and service user meeting minutes
- Review of organisations Newsletters

What does the service do well?

We observed the use of pictures and other communication systems throughout the home.

We feel that this aids peoples understanding and allows people to have more control and choice over their lives.

We found that the service promotes peoples health and wellbeing; the home has a gym and also employees a personal trainer for weekly personal training sessions for people using the service.

We found that the home offered a variety of activities that were over and above what would be expected within a residential home.

We observed that the home had a variety of animals which people were encouraged to look after, the people using the service valued this and we believe it gives people a sense of responsibility and skill development.

We observed that that home has developed a Newsletter; this is sent out to individual's representatives to advise them of the developments and activities within the home. The representatives that we spoke to found the newsletter of great value.

What has improved since the last inspection?

No regulatory or non compliances issues were identified within the last inspection report, however we would like to advise that the home has made major improvements to their care plans and risk assessment to ensure that they provide a person centred approach.

What needs to be done to improve the service?

During the inspection we observed that not all windows had window restrictors in place, this issue is a non compliance with the Care Homes (Wales) Regulations 2002, however we notified the registered individual and prompt action was taken to address this issue prior to the publication of this report.

The registered manager must ensure that formal, documented, one-to-one supervision is carried out for all care staff every two months and all staff must receive an annual appraisal of their work, which includes information about their training and development needs. This is in line with the National Minimum Standards for Care Homes for Younger Adults Standard 27. We were advised by the Registered Person that a real time record is being introduced for the Registered Person to monitor the performance of supervisions and appraisals; this will help ensure that supervisions and appraisals are carried out in a timely manner.

We were advised that the organisation is considering sending a staff member to complete The Positive Behaviour Management, trainer's course; we feel that this would be good practice and allow the organisation to provide appropriate training to the staff team within a timely manner.

We would recommend that there is multidisciplinary agreement with all behaviour management plans, there needs to be increased detail within the management plans to advise staff on how to manage people if a behavioural incident has occurred.

Quality of life

Overall we found the quality of life being offered to people living at Bryn y Wawr home is of a high standard, we can assure people that people are treated as individuals and that staff take account of people's physical, social and emotional needs, whilst treating people with dignity and respect. We observed staff knocking on people's bedroom door's, people were spoken to in a respectful manner and were given choices around the day to day running of the home and around the activities that they wanted to participate in. We observed that there were regular service user meetings and we had the opportunity to read the minutes and found that the meetings were well attended and it was clear from the minutes that people using the service clearly had a voice and were listened to, within one meeting a person using the service requested that the home have a hot tub, this was agreed and acted upon.

We observed that the home has a genuine warmth and homely feel to it. During the inspection we observed plenty of positive interactions; there was a lot of laughter, smiling and good banter between people using the service and the staff who were supporting them. People appeared genuinely happy and relaxed, this was also observed by people visiting the service, with one professional stating 'I have been impressed at the homely nature and I am under no illusion that the home belongs to the individuals living there', this statement was further supported by people living at the home and their relatives with comments such as 'I want to stay her for the rest of my life', 'I am happy here' and 'I can't fault the home'.

During the inspection we looked at the activities that were offered for people using the service and found these to be tailored to meet individual's needs, with some people wanting to participate in a number of activities and others preferring to do less; we feel that this approach is person centred and takes account of individuals needs and personal preferences.

The home employs an activity co-ordinator to facilitate activities both within the home and community. Within the home we found that people were encouraged to develop their daily living skills and were actively involved in meal preparation, there were also regular music sessions, craft sessions and gym sessions. Outside of the home people did a variety of activities which included attending college courses, voluntary work, day service and social groups, there were also a number of more leisure activities such as swimming, cinema, eating out and shopping. Alongside the regular activities we also found that people had the opportunity to participate in seasonal activities, days out and holidays; these included a Halloween party, Christmas card competition, visit to winter wonderland, attendance of Carol service and holiday to Bluestone. During the inspection we were shown the craft work that people made and particularly liked the fact that people were supported to sell their craft work at craft fairs, we feel that this approach allows people to increase their skills. People spoken to told us that they really enjoyed the activities offered.

We found that people using the service were encouraged and supported to develop daily living skills that took account of peoples individually needs and ability levels, we observed people supporting carers with meal preparation and found that people were given choice about what they wanted to eat and found that meals were nutritionally balanced and to a high standard, with all the people that we spoke to in the house commenting on how good the food was. We observed that staff had their meals with people using the service and meal times appeared to be very social occasions.

People can be assured that carers have a good understanding of the people who they support; we observed a number of care files and found that the organisation is in the process of developing their paper work systems to ensure that they reflect individual's needs and preferences and are person centred. We also found that the organisation has been developing their risk assessments and behaviour plans; we found that there was a lot of detail within the plans around reducing the number of behavioural incidents and recognising when someone is going to be challenging. However felt that the plans would benefit from additional information to advise staff how to support people a behavioural incident, we believe that this extra detail will help to ensure a consistent approach.

Overall we found that Bryn y War offers people an excellent quality of life; we found the service to be open, transparent with their being a willingness and commitment to improve and develop the service that it offers to benefit the people who they support.

Quality of staffing

People can be confident that the quality of care at the home is delivered to a high standard. The people using the service are cared for by a predominately stable staff team, at the time of the inspection there were 22 staff employed within the home and staff turnover was low. We found that staff we spoke with; were motivated, knowledgeable and knew the service users well. Staff reported that they had all the necessary training to carry out their role. Newer members of staff stated that they felt supported when they first started and had a good induction process, which helped staff have a greater understanding of peoples needs, wants and personal preferences.

We found that the majority of staff employed within the organisation had either gained or were working towards a recognised qualification in care. We were advised that staff had clearly defined roles and responsibilities within the organisation, this ensures that tasks within the home are completed and done in a timely manner and also provides clear lines of accountability. Medication training is provided to all staff who are happy to take on this role, the deputy manager within the home has received medication training from boots. Training is cascaded to the staff team who are observed administering as part of the training, we feel that that this alongside regular internal and external medication audits provides people with assurances about safe medication practice.

The staff spoken to felt valued and well supported within the organisation, with one staff member reporting that 'I love coming to work, this is the best job that I have ever had'. They reported that there was an excellent staff team within Bryn y Wawr and people felt confident in all the staff that they worked with to provide them with support regarding personal and professional issues. Staff advised us that there were informal support process available within the home. Staff demonstrated an understanding of safeguarding processes and we were advised that there is always a senior member of staff on duty, alongside an on call system which provides support out of hours.

We reviewed a number of staff files and can assure people that there is a robust staff recruitment process in place. We reviewed carer's supervision files and found that whilst staff did receive supervision, this did not occur on a bi monthly basis which is specified within the National Minimum Standards.

Overall we found that the quality of the staff was high, with staff genuinely caring for the people who they support, the family members who we spoke to all stated that staff made them feel very welcome within the home and were always happy to be contacted and advise them about any issues or concerns about their relative. We found that there were good staffing levels within the home on both days of inspection activity and found that there were always sufficient numbers of staff on duty to support people using the service.

Quality of leadership and management

We observed that there was a clear management structure within the home; there is a registered manager, deputy manager and a number of senior carers who support the effective running of the home. People can be assured that the business is well run and that the registered individual is visible and take's an active role in the home, visiting the home on a three weekly basis to review the quality of care and to ensure that the home is run to a high standard. The home has robust quality assurances process in place to monitor, improve and safeguard the people using the service and to further support this we found that the whistle blowing policy and complaints procedure were visible and available for people using the service, staff and visitors.

All the staff that we spoke with reported that they felt valued and listened to by the manager and found her approachable and someone who they could always contact for advice and support both about professional and service issues. We were advised that both the manager and deputy manager spent periods of time working hands on with people using the service. We feel that this is good practice and allows senior staff to review care practices, have an understanding of peoples needs, recognise good practice and address any concerns. We can also assure people that apart from the three weekly visits carried out by the registered individual that she welcomes staff and others to contact her at other times to discuss any service issues.

We observed that all documentation relating to people using the service and staff were kept in a locked area to ensure confidentiality. The statement of purpose and policies and procedures have recently been updated, with there being policies on areas such as first aid, confidentiality and mobile phone usage; these policies are available for staff both electronically and in paper and provide staff with advice and direction about current up to date care practices and tells them exactly what is expected of them.

Overall we found that people can be assured that they would be involved in the day to day running of the home and have an influence on the over all direction of the service. We found that the views of staff and people using the service were valued and found evidence of questionnaires, regular service user meeting and staff meetings which were documented. The staff meetings were used as a means of reviewing people's needs, looking at service issues and ways of improving the service. We also found evidence of daily handover meetings and a handover book which allowed staff to be aware of any changes in need.

Quality of environment

We reviewed all the accommodation areas including the communal area.. Two of the people using the service showed us their bedrooms, rooms were large and had been personalised to meet individual's tastes and preference. All rooms within the home were clean and appeared homely and relaxed.

We observed the facilities provided within the home which included a fully equipped gym, poly tunnel, activity room where arts and crafts are carried out, hot tub and outside area which housed a number of small animals which the people using the service really value looking after. We considered that these in house facilities and the homes central location allowed the people using the service to participate in a wide range of activities.

During the inspection we checked that all the required safety checks were in place and can assure people that the home has been checked by the fire authority and all necessary fire drills and checks have been completed, the homes electrical equipment and water temperatures are also checked as per regulatory requirements. We randomly checked the windows and found that not all windows had restrictors in place; the registered individual was notified of this and this was addressed promptly. We found that all these measures ensured the safety of people using the service and their carers.

How we inspect and report on services We conduct two types of inspection; baseline and focussed. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focussed inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focussed inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focussed inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

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