



Inspection Report on

Bryntirion Resource Centre

**Bryntirion Home & Day Centre
Pontrhydfendigaid Road
Tregaron
SY25 6JE**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

7 February 2020

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About Bryntirion Resource Centre

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Ceredigion County Council Adults and Children's Services
Registered places	15
Language of the service	Both
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	The service provides an 'Active Offer' of the Welsh language.

Summary

People are very happy with the care and support they receive. Skilled and knowledgeable staff are guided by accurate and up-to-date plans. Interactions are positive and sensitive to individual needs. People value the manager of the service and have confidence in them.

The internal environment is dated and in need of refurbishment, but accessible gardens and outdoor spaces promote people's well-being. The provider has started a re-decoration programme and is planning to upgrade facilities. We have identified this as an area for Improvement and will check the provider's progress to improve the environment in the next inspection.

The provider's management service is insufficient and potentially puts people's health and well-being at risk. We have issued a Priority Action Notice (PAN) to the provider and expect to see improvements in the oversight and management of the service.

The new proposed Responsible Individual (RI); has a clear vision of how they intend to lead and improve the service.

Well-being

People receive care and support to meet their individual needs. They are involved in decisions that direct the care they receive which is recorded in person centred plans. Senior staff involve health and social care professionals to help people remain as healthy as possible. People contribute to decisions that affect them and key workers maintain detailed personal plans that focus on things that matter. An individual told us *“the carers are 100%, I like them all, they are worth the world to me”*. Activities are creative and help people remain active and social, while promoting their health and well-being. People are respected and interactions with workers are positive and encouraging. When discussing care, a family member told us *“They are great, really friendly and mum is treated like a person, they are fantastic”*. People live in a service that provides an 'Active Offer' of the Welsh language and are able to communicate in Welsh or English as they choose. Recruitment and training ensures people get the right care and support, from skilled and knowledgeable workers. Staff protect people from abuse and neglect and are fully aware of their responsibilities to raise concerns. People know how to make a complaint if needed and have full confidence in the manager to address any concerns.

The home is clean and comfortable and individual rooms are personalised. There are different communal areas for people to use that supports them to achieve their outcomes. Well maintained gardens are accessible and enable people to do things that make them happy. People engage with their community by entering flowers in the local show and have strong links with the local football club. The manager intends to involve people with the plans to upgrade the environment.

Governance processes are insufficient. People do not have a voice because the provider does not always consult with people and/or relative. A Priority Action Notice (PAN) has been issued because of the potential risk to people's health and well-being. The proposed new Responsible Individual described how they intend to monitor quality in the future.

Care and Support

People are very happy with the care and support they receive. Interactions are thoughtful and encouraging. People communicate with each other and the staff team in both Welsh and English. One person told us *“The staff are excellent and we have great fun together”*. A care worker told us *“I love it here. We are very friendly”*. The provider has accurate and up-to-date plans for how it provides care and support to individuals. The manager considers a range of information from the person, their representatives, workers and external professionals. A relative told us. *“As a family we are very happy because mum is so happy, staff are very helpful and [manager] always keeps us notified”*. Risk assessments help to maintain people’s safety, while promoting their independence. A person told us about the support he is having from the service to remain independent before moving back home. Senior workers regularly review plans with people and/or their representatives so they remain relevant. Daily notes are informative and confirm that people do things that make them happy. Health and social care professionals are involved with people’s needs. A health and social care professional told us *“There has always been good communication from the Manager. The plan given is always clearly documented and followed as per advice”*.

During the pandemic, family and friends stay in contact by using video and phone calls. A visiting pod is available and people enjoy meeting their representative in the gardens. Carefully considered and varied activities stimulate and support people to remain physically active. Care workers are creative and use the grounds, communal areas and online resources to meaningfully occupy people. For example; growing fruit to cook with and making items to decorate the home. A person who lives at the service told us *“The gardener is fantastic and makes the gardens look so good and I really enjoy spending out there”*

Sufficient staffing levels are in place to meet the needs of people living at the service. Care staff use positive communication methods to effectively support people in line with their needs. Interactions are encouraging, friendly and relaxed.

The provider has policies and procedures to manage the risk of infection. There are good hygiene practices throughout, staff wear the correct PPE and following Public Health Wales guidance.

Environment

The manager of the service ensures the environment supports people to achieve their outcomes. A variety of well-designed communal areas, encourages people to interact with each other. Assistive technology, companion pets and visual prompts promote independence for people with memory challenges. Individual rooms are personalised with pictures, paintings, furniture and ornaments. Well maintained grounds enable people to socialise with each other and we saw a family visit taking place in the garden. People have grown flowers to enter in the local show and have a strong link with the local football team, who have donated garden furniture to the home. A person told us *“The home is good, nice and clean and the domestic staff do a great job. The gardener is fantastic and makes the gardens look so good and I really enjoy spending time out there”*. The communal bathroom is used to store moving and handling equipment, the manager said these will be removed. A few areas of the home are tired and the provider is taking steps to address the building refurbishment. There are plans to move the laundry room and a communal bathroom is to be replaced, the manager will involve people with the options for installing a new wet-room. We have identified the environment as an Area for Improvement and will check the decoration, change to laundry and wet room in the next inspection.

Regular Health and Safety audits of the property are completed. The home is compliant with Fire Regulations and testing of fire safety equipment is up-to-date. Personal Evacuation Plans are individualised and available in emergencies.

The kitchen has a five star food hygiene certificate. The dining room is bright and inviting, people make daily choices from the menu and alternatives are available. Care workers offer support to people with memory issues to make positive choices by showing options at the table. A person who lives at the home told us *“The food is first class, it’s presentation is enough to make you want to eat”* and a representative said *“The food is good, they go out of their way to get the little things she likes, they are very personal”*.

Additional COVID-19 measures are in place. There are sanitation stations throughout the home and strict testing procedures for all visitors.

Leadership and Management

The provider does not have effective arrangements in place for monitoring, reviewing and improving the quality of the service. Over the last two years the Responsible Individual (RI) statutory quarterly visits to the service were not always completed. Those that were, did not adequately seek the views of people living in the home to obtain their feedback on the service provision. The six monthly Quality of Care Review; showed positive feedback from people, their representatives and professionals involved in the service. The lack of oversight has potentially put people's health and well-being at risk, we have therefore identified this as a Priority Action Notice (PAN). The new proposed RI (who is currently going through the registration process) outlined their plans to improve oversight of the service. They have completed their first visit to the home and intend to use existing quality assurance tools and one to one discussions to monitor and improve quality of the service.

There is an open and supportive culture in the home. The manager and deputy are accessible and we witnessed many examples of people and staff chatting to both throughout the inspection. A person who lives at the home said *"[Manager and deputy] are brilliant very easy to talk to and there is always one of them on duty and they help straight away"*. A family member spoke positively about communication with the manager and her ability to resolve issues quickly and effectively. Care workers told us *"I know I can speak to [Manager and deputy] with any problems"* and *"[Manager and deputy] were very supportive especially during the worst times of the pandemic"*. Staff receive regular, supervision meetings the including annual appraisals. Staff have a good understanding around safeguarding and follow appropriate infection, prevention and control measures. Policies and procedures are in place to support good practice and staff have a sufficient understanding of key policies.

Pre-employment checks take place before new employees start work. These include reference checks, right to work and Disclosure and Barring (DBS) checks. Care workers receive mandatory, person specific and developmental training to meet people's needs and deliver the best service possible.

There are adequate numbers of staff on duty meet people's needs. Many care workers have been at the service for several years and have built good relationships with people and understand their circumstances and individual needs.

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

Provider oversight	
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We found poor outcomes for people, and / or risk to people's wellbeing. Therefore, we have issued a priority action notice and expect the provider to take immediate steps to address this and make improvements.

Areas where improvement is required

Environment	
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The area(s) identified above require improvement but we have not issued a priority action notice on this occasion. This is because there is no immediate or significant risk for people using the service. We expect the registered provider to take action to rectify this and we will follow this up at the next inspection.

Date Published 18/11/2021