

Inspection Report on

Bronafallen Care Home Ltd

Bron Afallen Cerrigydrudion Corwen LL21 0RU

Date Inspection Completed

07/02/2024



About Bronafallen Care Home Ltd

Type of care provided	Care Home Service
	Adults Without Nursing
Registered Provider	BRONAFALLEN CARE HOME LTD
Registered places	11
Language of the service	English
Previous Care Inspectorate Wales inspection	12 December 2019
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

People are cared for well in Bronafallen. People, their families and visiting professionals speak highly of this service and the care provided. A range of activities are available daily. Care staff are proactive in encouraging people to participate in individual and group activities. The care staff team are established and have worked at this service for several years. They told us they enjoy the work and feel supported by management. Management takes a hands-on approach to the care provided. The responsible individual (R.I.) effectively oversees the quality of care and undertakes the provision of cooked meals, planning weekly menu's and purchasing food. The manager oversees the quality of care via an ongoing monitoring process of audits. They also undertake caring duties. We observed both undertaking both roles effectively and efficiently. People respond well to them and all care staff because they are kind, responsive and know people well. The environment is well maintained, clean and spacious. There is a homely atmosphere throughout the home.

Well-being

People have control over their day-to-day routines' choices and preferences. We observed people being enabled to choose how they spend their day. We saw various interactions between people and care staff who are responsive and attentive. Care staff provide people with choices of meals and daily menus show the choices of meals available. We observed people undertaking activities with care staff who supported and encouraged them to get involved in chair exercises and ball catching. Management collects feedback from people via questionnaires. We viewed a sample of questionnaires which show positive reviews about the service.

People are encouraged to participate daily. They are cared for by care staff who know them well. Care staff are keen to enable people to achieve their best possible well-being outcomes. They are focused on individuals and treat people with respect. Management is passionate about their roles in supporting individual need. Individual routines are planned around people's choices and records reflect this. The environment is welcoming, homely and is set out to enhance individual well-being. The setting alone has spectacular views and there are decking areas outside for people to enjoy.

People are safeguarded from the risk of harm. There are risk assessments in place for individuals, to ensure their safety is promoted and risks reduced. Care staff know people well and know how to keep people safe. They are also familiar with the care records and risk assessments and are involved in updating the information about people's care needs. They are well trained and know what to do if they are concerned about an individual. Management effectively oversees people's care needs and any care need changes and risks. They monitor individual need and ensure personal plans are updated if and when care needs change. The environment is well maintained and monitored to ensure risk reduction and people's safety.

People are content in their surroundings. We observed people being content and happy. Care staff have enough space to undertake their caring roles. They make the most of the communal space and encourage people to get involved in group exercise activities. We observed people participating in chair exercises and ball games. We saw people enjoyed this. The environment is welcoming and homely. Communal areas and individual bedrooms are immaculate and are decorated to individual choice of colour. People's bedroom doors have also been painted to individual choice of colour.

Care and Support

People, their families, friends and professionals who know them, are involved in the planning of their care. They are involved in providing information and input towards assessments, personal plans, and reviews. Care staff spend quality time with people; they are responsive and attend to their needs. People told us they are happy in this service and the care is good. One person told us, "Mae'r gofal yn ardderchog" (The care is excellent). We observed people responding positively towards care staff. Care records demonstrate accurate accounts of people's individual care needs. They show information has been gathered about individual needs and are updated as staff get to know people or people's needs change. Management is proactive in monitoring and gathering information. They seek feedback from people, professionals, and family with the aim to improve the quality of the care provided.

Personal plans are accurate and indicate clearly how individual needs should be met by staff. Care needs, health needs and individual preferences are recorded. Records demonstrate advice and guidance given by health professionals and there is evidence that the care provided is adjusted according to advice given.

The provider ensures the medicine management process is effective. Personal plans include information about the medication prescribed to individuals. We reviewed the medicine administration record (MAR), which is a record of all people's prescribed medication. We found the records to be accurately and neatly maintained and consistent with the prescribed medication. We saw medicines room and fridge temperatures are maintained at the required temperatures and in line with medication guidance and procedures. The care staff who prescribe medication have attended training in medication and this was evident in care staff files and the training matrix. Care staff told us they feel confident in administering medication. There are up to date medication policies and procedures which are available for care staff. We observed visiting professionals providing certain medication, including insulin. We observed care staff discussing medication and updating professionals regarding individual needs.

Environment

People live in an environment which feels homely and is welcoming. There are several communal rooms in which people can choose to spend their time. People's rooms are personalised, immaculate and colourfully decorated to individual choice. People have pictures and their own sentimental and ornamental items. The whole service has recently been freshly decorated and the decorators were in the process of finishing off. There is a communal room which is specifically available for people to meet with relatives. There are beverages available, including hot and cold drinks and snacks. Care staff can also use this area for their breaks.

The provider ensures there are measures in place to ensure safety and reduce risk. We viewed the maintenance record, which is kept with the contact/ hand over diary. The provider plans to initiate a maintenance file, to ensure identified tasks in need of maintenance can be monitored effectively. The provider and manager are proud of and effective in monitoring the environment. We found the environment is well maintained. We reviewed an audit of the environment. This is completed by the responsible individual. The RI oversees checks on fire safety equipment, legionella testing, mobility equipment and hoists. We found these are checked and maintained within required timeframes. Personal Emergency Evacuation Plans (PEEP's) are in place for everyone and are easily accessible so that safe evacuations can take place in the event of a fire.

Leadership and Management

The provider has governance arrangements in place to ensure the service provides good quality care and support for people. The manager and RI take a hands-on approach. We observed them caring and conversing with people throughout the day. The RI told us they take pride in the work undertaken. They said, "We like to do the best we can for people". The RI visits daily and undertakes the food shopping, menu planning and cooking duties. We viewed their three-monthly report which highlights what works well and what can be improved. Regular staff and residents' meetings take place. These show that people have their say in planning events and suggestions for improvement. Regular audits are undertaken where the RI monitors and checks aspects of the service. These include audits of personal plans, maintenance, medication, and the environment. We viewed feedback forms which the provider gives to people, their family and visiting professionals. These highlighted that people and visitors are happy with the care provided. The manager and RI are effective in notifying Care Inspectorate Wales (CIW) if people's well-being is affected in any way.

The provider has effective oversight of financial arrangements. They invest in the service and the environment demonstrates this. The interior is tastefully decorated and well maintained. Decorators paint the whole interior annually. The food people receive is of good quality and is plentiful. The RI ensures people are provided with the correct care and equipment, including mobility aids, hoists and activity items, all of which are well maintained. The investments made have positive effects on people's well-being outcomes.

There is a stable staff team in place who have worked with the service for many years. The shows they are happy in their work and provides consistency for people, who are cared for by the same care staff. We reviewed a sample of three staff files, including the manager. These show safe recruitment of staff, training, and support. We viewed training certificates, the dates of which are consistent with the dates recorded on the training matrix. We viewed a sample of supervision records. These records show care staff are supported on a regular basis. These records included discussions between management and care staff regarding training attended and planned. Team meetings demonstrate general discussions of how the quality service can be improved. We spoke with the care staff, whose staff files we viewed. They told us they enjoy their work and feel supported.

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.		
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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

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	N/A
	inspection	

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