



Inspection Report on

Plas Bryn Rhosyn

**Plas Bryn Rhosyn
Heol Illtyd
Neath
SA10 7SE**

Date Inspection Completed

09 & 10 May 2022

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About Plas Bryn Rhosyn

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Pobl Care and Support Limited
Registered places	59
Language of the service	English
Previous Care Inspectorate Wales inspection	20/11/2019
Does this service provide the Welsh Language active offer?	Working Towards. The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

Plas Bryn Rhosyn is a well-managed service that maintains a relaxed community atmosphere that helps people and visitors feel at ease. People and their relatives are extremely happy with the service and the positive impact it has on their lives. Care workers are friendly, enthusiastic and strive to make a difference to people. Good communication channels are evident throughout the service, with prompt referrals to healthcare professionals where necessary.

The management team are professional, approachable and take action in a timely manner. The senior management team take an active role in the service. The Responsible Individual (RI) is in regular communication undertaking quality reviews, consulting with people and staff. Care workers feel well supported by all senior staff members.

All employees demonstrate a thorough knowledge of the people they support. They attend training relevant to their roles and the support they provide to people on a daily basis. A maintenance team maintains the home to a high standard.

Well-being

People and relatives told us they feel safe. Senior staff carry out detailed initial assessments in partnership with external professionals, the person and family members. People moving into the service are given a written guide. This document describes what they can expect from the home as well as details of the complaints process should they need to use it. People and relatives said communication was very good with the service. They know how to raise any concerns if needed and are confident they would be listened to and the relevant action taken. One relative said, *“communication is very good, they always keep me updated”*, another said *“they have taken a huge weight off me, I have my life back”*. One person living at the service said, *“I love them all, they make me happy”*. Care workers have regular safeguarding training and are aware of current best practice. They told us they are well-supported by senior staff members.

Care workers are aware of the importance of promoting each person’s health and well-being. Senior staff members regularly review people’s personal plans, daily records and risk assessments. People and/or their relatives know about any changes made because they are actively involved in decisions that affect them. There are good channels of communication within the team, as well as with relatives and external professionals. A relative told us *“I am contacted regularly and actively involved in X’s care”*. Any changes in health and wellbeing are closely monitored and referred to health professionals in a timely manner. Great importance is being placed on reintroducing and expanding on activities ensuring people are stimulated and occupied.

Care workers listen to and work together with people ensuring the care and support is appropriate for the individual. This means each person receives the right support when they need it. Personal profiles highlight what is important to people and personal plans clearly describe each person’s support, giving a good idea of their goals and aspirations. Staff retention is good, so care workers are familiar to people and understand their needs and everyday routines. Some people are Welsh-speakers and the provider is working towards the Active Offer of the Welsh language.

Overall, the environment where people live supports their well-being. The building is well maintained, homely and decorated to a high standard; although, remedial work is ongoing in relation to the ingress of water in some areas of the building. Both communal and personal space caters for people with a range of complex conditions, including dementia. The service has a real sense of community with people having warm relationships with each other and staff.

Care and Support

People have accurate and up-to-date plans for how the service provides their support. Senior staff carry out detailed initial assessments. There is a multi-agency approach to organising people's care. This includes the person, relatives, external healthcare professionals such as social workers and district nurses. We spoke to one visiting healthcare professional who told us the staff team '*works well with us*' and '*they are really good*' when discussing people's care needs. There are a high number of people permanently living at the service or using respite with complex health conditions. These include dementia (different forms), reduced mobility, communication difficulties and stroke. Personal plans are individualised and clearly note peoples' needs and wishes, including information regarding preferred methods of communication. Daily records are detailed; although records relating to skin integrity checks would benefit from the exact time of checking, rather than am/ pm. Keyworkers and senior staff regularly review all documents so they remain up to date.

Staff place high regard on maintaining a balanced diet and good fluid intake on people they support. Care workers regularly offer people drinks and snacks of their choice throughout the day. Each person receives individual, thoughtful support from care workers with food and drink. We saw people are not rushed and enjoy meals as a social event. People are regularly consulted on what they would like to see on the menu, and extremely complimentary on the food at the home. Kitchen staff are well aware of people's likes/ dislikes and any food intolerances or allergies.

As far as possible, the provider takes steps to safeguard people from neglect and abuse. Care records clearly state any risks to people's health and well-being. Care workers recognise their personal responsibilities in keeping people safe. They are aware of the safeguarding and whistleblowing procedures. Staff are confident to go to their managers initially but would approach external agencies such as the local safeguarding office if needed.

Care workers remain motivated and focused on keeping people stimulated and occupied. Many routine activities stopped during the pandemic; these are now being re-introduced into the service. There are individual and group activities for people to get involved with including baking, arts and crafts, quizzes, reminiscing and chair exercises. At the time of inspection, a party was being organised to celebrate the Queen's Jubilee. There is an activities worker in the service overseeing such events. They also consult with people and staff on what future activities can be arranged within the service and in the local community.

Environment

People receive support in a homely environment suited to their individual circumstances. The service is purpose-built and benefits from being made up of individual suites where

people can easily develop relationships in smaller communities. The home is safe, warm and clean and people say they feel comfortable and happy living at Plas Bryn Rhosyn. The service is over three floors with easy access between each. Each suite is accessible via an electronic key-pad system. There is very pleasant, nicely decorated communal space in each suite. This includes a kitchen/ dining area and lounge. Colour schemes in communal areas are calming, corridors wide and both have good lighting. They promote the wellbeing of people living with dementia, reduced mobility and sensory impairment. Bedrooms are spacious and personalised to reflect the occupant's taste and interests. Each is spotlessly clean, having access to en-suite facilities. On recently moving into the home one person had just had their bedroom fully decorated to their taste by family members. They told us *"It's a wonderful place, I love it here"*.

Both the internal and external areas are well maintained although water ingress in some locations presents a health and safety risk. The service benefits from a full-time maintenance officer who is responsible for maintaining the indoor and outdoor areas of the home. It is a large service set in nice grounds, with enclosed safe outdoor space for people to use. Maintenance safety certificates and ongoing safety checks show regular audits completed by the maintenance officer and senior staff members. Any issues arising are dealt with promptly.

There are clear fire system safety checks in place and responsible staff with the relevant training. People have personal emergency evacuation plans (PEEPs), specific to their individual support needs. We saw, there is a recurring water ingress problem. This is affecting ceiling areas above the laundry, near the kitchen, and in a corridor on the lower ground floor. Remedial action is being taken by the provider working with the main contractor. Risk assessments have been reviewed and risk management measures are in place relating to the potential impact the water ingress has on fire and electrical safety. People living at the service do not use these areas, although they still present a wider risk. Therefore, this is an area for improvement, and we expect the provider to take action to fully address this issue.

Leadership and Management

Governance and quality monitoring arrangements are very strong. The service has corporate policies and procedures which are clear and fit for purpose. Staff demonstrated a good understanding of these throughout the inspection. People have access to an up to date 'statement of purpose' and 'guide to service'. These can be made available in Welsh on request. The guide to service is also available in an easy read format. The Responsible Individual (RI) completes three monthly visits and six-monthly quality of care reviews. They make themselves easily available to people, relatives and staff as part of these visits. They are additionally supported by an internal quality assurance team. Audits undertaken evidence monitoring is ongoing and timely action is taken to address any practice issues to ensure people receive good quality care.

People can expect to receive support from a staff team who are well managed and committed to ensuring the best possible outcomes for them. There is a strong, experienced team managing the service who are well respected by staff, people and their relatives. Care workers told us it had been a *"tough couple of years"* due to Covid-19 outbreaks. All feel a *"positive and supportive"* culture continues within the team. Comments from care workers include *"managers are supportive and approachable"* and *"there is an open-door policy here"*. There are daily handover meetings in each unit where care workers have time to discuss the health and wellbeing of the people they support. Care workers have regular support and supervision and can access senior staff on a daily basis to discuss their work and wellbeing. They can also access both internal and/ or external wellbeing support if needed. Through formal consultation, care planning reviews or informal daily contact with the service people, their relatives and staff are given opportunities to influence the quality of the service.

Overall, the provider ensures there are sufficient knowledgeable and skilled care workers to provide support for people to achieve their personal goals. Employee recruitment records show all required pre-employment checks are in place before new employees start work. These include reference checks, photo identification and Disclosure and Barring Service (DBS) checks. The staff induction programme is comprehensive and linked to individual learning outcomes and the 'All Wales Induction Framework for Health and Social Care.' The service continues to maintain safe staffing levels which has been difficult at times during periods when staff are isolating due to Covid protocols. Overall staff feel happy with staffing levels, although some night staff feel these could be improved. While staffing levels remain sufficient to meet the needs of individuals during both the day and night, the management team are considering the building layout and exploring options with night staff to support them to feel less isolated while working on separate suites.

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.
Achieved	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
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
44	There is water ingress in the ceiling areas above the laundry, near the kitchen area and in a corridor on the lower ground floor above double doors. This is a recurring issue within the building and continues to pose health and safety risks in relation to fire safety	New

	and electrical appliances supplies.	
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