



Inspection Report on

Bryn y Wawr

**6 NEW ROAD
LLANDEILO
SA19 6DB**

Date Inspection Completed

04/10/2021 20 September 2021

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About Bryn y Wawr

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Oakview Care (Llandeilo) Ltd
Registered places	10
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	Working Towards

Summary

People living in Bryn y Wawr are happy and have choice and control over their lives. The care workers support each other to ensure that people are happy, safe and able to do what they enjoy, ensuring they are fully involved in discussions and choices about their care and support. People are encouraged to make daily choices in how they live their lives and to do things that are important to them. People are supported to learn daily living skills to enable them to be as independent as they are able to be. The service provider is working with the people living at the home and the staff team to re-decorate the property and with as little impact on the daily running of the home.

The provider and management team showed that they work daily to develop people's care and support, it was clear that the people living here are at the heart of what they do. The provider is continually monitoring the quality of care people receive. During the pandemic the responsible individual (RI) was proactive in supporting the home when it had an outbreak of Covid by supporting the manager, people living in the home and care workers, keeping in contact with local authorities and commissioning and helping to keep people in touch with friends and family. The home has a happy and fun atmosphere and the care workers and people living in the home are welcoming to visitors.

Well-being

People are able to speak for themselves and contribute to the decisions that affect their lives, or have someone who can do it on their behalf. People are encouraged to personalise their rooms. We saw personal plans contained a document that described each person's personal preferences. People are supported to engage in meaningful activities in areas they have expressed an interest. Care workers have a good knowledge of people's needs, and we observed good communication, mutual respect, friendly and fun interactions and it was clear they knew the people they supported very well.

The provider has systems in place to protect people from abuse and harm. We saw any risks to people's health and well-being are clearly stated, along with the necessary control measures to minimise risks. Care workers recognise their personal responsibilities in keeping people safe. They are aware of the whistleblowing procedure and told us they are confident to go to the manager or external agencies such as safeguarding.

People benefit from a service, which is committed to improvement. Relevant policies and guidance are in place and kept under regular review. The Statement of purpose is a true reflection of the service we observed during our inspection. Staff recruitment is thorough and staff receive relevant training and supervision. We saw evidence that the quality of care is reviewed, taking into account the views of people living at the service to inform the service's continuous development.

The provider is working towards the Active Welsh Offer.

Care and Support

People can be confident they will receive the care and support they need. Care workers have access to accurate and up to date personal plans, which set out how individual care and support needs are to be met. These plans include people's medical and social histories and the strategies for managing any risks to their well-being. People and / or their relatives are involved in the development of their personal plans where appropriate and able to do so. We saw that these are reviewed regularly to ensure they remain up to date and accurate, and are audited on a regular basis to ensure information is relevant.

Risks to people's health and wellbeing are clearly stated. Risk assessments are completed with the measures required to minimise risks. Risk assessments are well documented, detailed and reviewed on a regular basis or as and when needed. We saw a clear safeguarding policy and procedure in place; care workers we spoke with have a good knowledge and understanding of safeguarding, and their duty to protect people from harm. We saw the training records for all staff; this showed staff have received the necessary training.

People we spoke with told us about the importance of wearing facemasks and washing hands. The understanding of the COVID-19 situation by people demonstrates good communication by care staff, as well as an indicator people are kept informed about the wider community. It also indicates the service adopts a positive risk taking approach, which is supported by individual COVID -19 risk assessments. Care workers remain motivated and focused on what is important to each person.

People are supported in the management and administration of medication. Medication administration is carried out by care workers trained and experienced in administering medication; they have a good working knowledge of the medication process and administer medication in a sensitive and professional manner. We saw that medication was stored appropriately and temperature checks are carried out on a daily basis, to ensure medication was stored at correct temperatures. The medication administration record (MAR) charts we saw were accurately completed.

People are encouraged and supported to make choices and decisions about how they spend their time. We saw evidence of people enjoying a wide range of meaningful activities, including planning trips (concert), access to a hot tub, gym and going out for walks or coffee's.

Feedback from people living at the home was positive about the quality of care provided. We read the Quality Assurance report, September 2021 where people had *stated "I have lived here 35 years soon, this is my home." "I love my home" "I love my bedroom" "This is the best house I've lived in" "I enjoy being with the staff, we have a good laugh".*

Environment

The home is warm, clean and free from malodours, however the home is in need of some redecoration and maintenance in certain areas, the RI and manager assured us this is currently being actioned an example being that samples of kitchen doors have been shown to the people living in the home to pick what they would like. There is also a plan to replace/repair an area outside one individuals room that leads to a garden area, the individual told us *“they are fixing it so it’s safer, I don’t want to slip”*. We were informed that the provider has employed a new maintenance worker to help with work on the action plan to update and redecorate areas in the home.

The provider has already re-decorated the lounge known as “the games room”, the lounge area in the “cottage”, the hallway to the rear of the house and one individuals flat including the lounge and bedroom.

One of the people who currently lives here showed us around the home, we saw the upstairs bedrooms are spacious and personalised to reflect peoples’ individual choice and interests. COSHH (Control of Substances Hazardous to Health) materials are stored correctly, in line with the COSHH Regulations 2002. Electric and gas safety inspections are carried out within the recommended timeframes. The manager completes regular audits of the environment.

Leadership and Management

The provider has a clear vision of the support it provides, and a positive regard to each person receiving support. There is a positive culture in the home, regular monitoring of peoples' support to improve their outcomes and meet their aspirations. During the pandemic, the RI worked in the home to support the manager and people living there during a significant outbreak. We were told this support was greatly appreciated by the manager, people living in the home and care workers. The RI and manager are approachable and always make themselves available and help as part of the team when necessary. Any issues that arise are promptly resolved. The RI is in regular contact with the home and provides good support to the manager and care team.

Regular audits monitor people's care and any issues that arise are promptly resolved. Regular discussions take place with people and healthcare professionals involved in their care. The RI visits and writes a report every three months. People and their relatives complete surveys to comment on the quality of support they receive: responses from the most recent surveys were very complementary. A quality of care report is also prepared every six months to monitor all aspects of peoples' support, including how people live their lives - and to list any plans for the service.

The provider has detailed policies and procedures to manage the risk of infection. Clear infection control procedures are in place. The staff team have worked hard getting people to understand the importance of infection control measures. There are good hygiene practices throughout the home: care workers use personal protective equipment when closely interacting with people.

Employees may discuss any issues they wish to raise in supervision meetings. During the outbreak in the home formal supervisions were difficult, but the manager has worked hard to get these back to three monthly formal supervisions. The manager informed us that she has an open door policy and any staff or people living in the home can come to discuss any issues.

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

None	
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Areas where improvement is required

None	
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