

Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

Bryn y Wawr Care Home

**Llandeilo
SA19 6DB**

**Type of Inspection – Focused
Date of inspection – 5 March 2013
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Introduction

Bryn y Wawr is operated by Oakview Care (Llandeilo) Limited, whose directors take an active interest in the home; the responsible individual is Nicola Elliott. The registered manager is Isobel Roberts. The care home provides personal care and support to ten adult ladies with learning disabilities in the centre of the small town of Llandeilo. Shops and other facilities are close by and accessible. The house is a large semi-detached house with ten good-sized single bedrooms and other living rooms. The large attractive private gardens also accommodate pets, chickens and a gymnasium.

Inspection

methods

This was a scheduled focused inspection looking at quality of life issues, including some related aspects of staffing, management and the environment. We (CSSIW) met with the people living at the care home and their support staff, reviewed the returned survey data and considered the self-assessment information supplied by the registered manager. We spent much time talking to the people who have made their home at Bryn y Wawr and also discussing care with the staff at the shift handover.

Summary of inspection findings

What does the service do well?

The home provides a family environment of contentment and happiness that is spread amongst the residents and their carers.

What has improved since the last inspection?

Further specialist training for staff.

Continued improvement in experiences and opportunities for people living at the home.

What needs to be done to improve the service?

No items needing regulatory compliance were identified at this inspection.

Quality of life

This inspection focused on the quality of life of the ten people receiving care and support services in the care home. The quality of life relates to the perceptions of these people, the environment and especially on the quality of the leadership and support staff providing these services.

We considered the CSSIW survey of people living at the home and their family representative, also care staff. Responses included much satisfaction; *'we receive a newsletter periodically which we all enjoy reading'... 'I always feel at home when visiting'... 'fantastic facilities'... 'I get the best of welcomes when I come to visit... staff attitude always cheerful... considerate... varied and healthy diet'*, with one idea for *'more days out in good weather'*. We were told by staff how regular trips are now organised spontaneously or planned.

Our time spent at Bryn y Wawr gave us the opportunity to see individual care plans, risk assessments, reviews and daily care records, which are all completed to a very good standard of detail. Daily care reports are of a high standard. People could be assured that the staff take time to consider the development needs of each person and make sure that the next shift has a clear record of events. Talking to support workers and the manager gave us assurance that the stated aim to encourage people to become as independent as possible is actually being achieved in a meaningful way. Visual timetables are in use and the sensory needs of individuals were clearly demonstrated while talking to staff and talking with people who told us that they could easily approach staff and this empowered their decisions.

We were told by the deputy manager how people choose, and are then helped to adapt, their daily routines and to vary their bedtimes. Meals are prepared and freshly cooked with items popular with each person; variation in choices is easily accommodated and salads and fruit are part of a healthy diet programme.

We heard from people about local community links, either going out singly or as a small group and friendships that have developed life skills and experiences; shopping, visiting pubs and libraries. Education courses, gardening club, a personal trainer and computer usage are all part of normal life at the home. Craft work is available in the craft room. People are supported during the day, whether in or out, to protect them in their vulnerability. We saw evidence of staff respecting privacy and people's bedroom being a sanctuary; we were told that people have privacy in their bedrooms to watch television or listen to music, or relax. Wi-Fi is installed in some bedrooms. People told us how their requests are implemented or discussed. Other activities include an X box music centre and fortnightly in-house live music by an entertainer. One person went off with a carer for a caravan holiday. Family involvement is an important factor in the home's success.

We were given information on medical provision and reviews by the local GPs and District nurses, and the regular reviews by the social services and mental health teams.

People are involved in daily life skills and have extra facilities such as the popular hot tub and the well-equipped gymnasium provided by Oakview Care. The quality of life at this established care home is very good and the experienced manager and her deputy have knowledgeable and supportive staff in providing a home life that is meeting the needs of each person to a high level.

Quality of staffing

We looked at staffing in relation to quality of life. We are satisfied staffing levels are sufficient to provide opportunities for regular and occasional individual/group outings and trips to towns and other places. We saw that individual formal staff supervision sessions are regularly held and documented. The manager has regular team and service user meetings. We discussed with staff their general and specialist training and knowledge; people could be sure that staff had good knowledge and skills, including in first aid.

We observed the good interactions, the valuing of opinions between the people and the staff, who showed a thorough understanding of the needs and wishes of each person. People can be assured that the support workers really understand and deliver effective care and support, while promoting good practice, independence and helping people feel safe and comfortable in home and community life.

The all-female staff met showed a positive motivation about their work, an interest in providing personal care with dignity, and an anticipation of person-centred needs. The relaxed atmosphere is calming and reassuring for people and also encourages independence. Staff showed they know each person individually and considered that they were providing care and support to people in their own home.

Overall, people using the service can be confident that the service is well-run by a motivated team offering very good care, encouragement and support. Staff dynamics were observed to be good and people were particularly nice to each other, which produces a relaxed, engaging environment that empowers people living at the home.

Quality of leadership and management

We looked at this section in relation to quality of life. People were experiencing a service of high quality that is responsive to the changing needs and requirements of each person. This was evident through observations and discussions with the support workers and the deputy manager; also we spent private time with several people living at the home, listening to their experiences and opinions.

The deputy manager was competent and capable in dealing with the inspection in the unavoidable absence of the manager. We were impressed with her ability during the inspection and also how she is undertaking the level 5 care management qualification.

One person living at the home told us how she goes every last Friday of the month to meet with the manager and deputy, who are pleased to discuss any matters.

We concluded, after consideration of the observations made in the report that the leadership and management provided by the registered manager and her deputy is of a high standard. The manager is registered with the Care Council for Wales.

Quality of environment

We looked at the environment in relation to quality of life. The two-storey spacious accommodation and facilities are constructed and maintained well; each person has a good-size bedroom and use of a shared kitchen, dining room, room, lounge and many other rooms, such as for craft and a gymnasium. Bedrooms are comfortable and individually decorated; people respect each others personal space and this contributes towards the homely, friendly environment.

We noted that the home is kept clean and tidy by the staff, with some help from the ladies. The spacious grounds continue to be developed; a 'secret' sensory garden is being created and the main garden continues to accommodate a variety of small animals; guinea pig, rabbit, three cats and chickens. Some people like to potter in the garden and poly tunnel.

Vehicles are kept in the adequate car park; vehicles included transport for staff to take people out on trips and shopping outings.

People live in a safe, well-maintained environment and benefit from facilities and equipment to meet their physical and recreational needs. The home is warm, clean and welcoming.