



# Inspection Report on

**86 Bryncelyn**

**Treharris**

## **Date Inspection Completed**

26/02/2024

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## About 86 Bryncelyn

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Planned Support Services Ltd
Registered places	3
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">[28 April 2023]</a>
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

### Summary

People enjoy living at 86 Bryncelyn, they receive care and support from kind and compassionate care staff. People's care needs and preferences are clearly recorded in their personal plans which care staff follow. People engage in a range of activities which are meaningful to them.

Care staff are safely recruited and feel well supported to carry out their duties. The home benefits from effective leadership and management, an experienced manager runs this home along with another small home on a day-to-day basis. The responsible individual (RI) has good oversight of the management of the service.

The provider has made improvements to the environment since our last inspection. The garden area has been cleared and new boundary fences erected. The home benefits from being more secure by having lockable gates to either side. The inside of the property is decorated with homely décor and is generally well maintained.

## Well-being

People have control over their day-to-day lives as much as possible. People's relatives and social care professionals told us how they are supported to be as independent as they can be, to make their own choices and spend their time doing the things they want to do. Care staff work with people to arrange day-to-day activities, such as visiting farms, day centres, shopping trips, and meals out. The service encourages and actively supports people to maintain relationships with people they are closest to.

The home is well equipped to support people to achieve their wellbeing. A large conservatory and separate lounge allow people a choice of where and with who they prefer to spend their time, when not in their own rooms. Specialist bathing equipment is provided for people with mobility difficulties.

People are protected from the risk of harm and abuse. Care workers spoke about the people living in the home and have a good understanding of each person, their needs and how these should be met. Care workers interact with and support people in a caring and thoughtful manner. Care workers complete training in relation to the safeguarding of adults at risk and understand their role in protecting people. The service has a safeguarding policy, which reflects the current guidance and is kept under regular review.

People receive the support they need to maintain their health and well-being. The service completes a range of risk assessments and personal plans, which identify each person's care and support needs and how these can be best met.

## Care and Support

People receive care and support as and when required. We observed care workers to be attentive, kind, and encouraging to people. People are communicated with in the best way for them individually. Staff receive specialist training to ensure people are able to communicate. People are relaxed and comfortable around care staff.

The care needs and preferences of each person are clearly documented, and care staff access this information to inform their daily routines. The level of detail in the plans is good; there is a positive focus on what people can do for themselves, as well as how to support them. Plans are kept under regular review to ensure the information is up to date. Some information is provided on recording charts, which the manager agreed would be better captured in personal plans. The manager assured us this would be addressed.

Care records are accurately completed, which provides evidence that people are being supported as described in their personal plans. We saw some gaps in activity records, which the manager assured us were due to these records not being completed, rather than people not doing the activities. The manager assured us she would address this with care staff. Referrals are made to health and social care professionals as and when required. People are registered with a local general practitioner (GP). All appointment records and outcomes for review are kept within the daily notes. People are encouraged to maintain a healthy weight as part of a healthy lifestyle.

Systems are in place for the safe management of medication within the service. Care staff support people with their medication, which helps to maintain their health. Most medication records are completed accurately, some processes are under review to ensure there is more consistent recording in all areas. Infection prevention and control procedures are good. Care workers wear appropriate personal protective equipment (PPE) in line with current guidance.

## Environment

The home is maintained to a good standard, well organised, and kept clean and tidy. The environment is light and homely throughout. People's bedrooms are personalised to their own taste, people have family pictures, posters, and ornaments in their rooms. The home is well equipped, and spacious. Furniture and fittings are all in good condition. A large conservatory is used as a second living room as well as having space to store mobility equipment, such as wheelchairs. The fitted kitchen is in good condition, all food items opened in the fridge had date labels. The utility room has laundry facilities. The communal bathrooms are well-equipped, including specialist equipment for people with mobility difficulties. The toilets and bathrooms are kept clean and tidy. All cleaning products are kept locked away.

The provider has made improvements to the outdoor space since our last inspection. Lockable gates have been fitted to either side of the property and some new boundary fencing erected. Stone raised beds have been repaired and cleared ready for planting with flowers and vegetables. The front door is kept locked and our identity was checked on entry, which evidences that care staff follow procedures to ensure safety is maintained. We viewed the maintenance file and saw all serviceable equipment had been checked to ensure its safety. Regular checks of the fire alarms are completed, and staff are trained in fire safety. People living in the home have a personal emergency evacuation plan to guide staff on how to support them to leave the premises safely in the case of an emergency. The home has a rating of three from the food standards agency which means that food hygiene standards are generally satisfactory.

## Leadership and Management

The manager oversees the day-to-day running of the home, supported by the deputy manager. The management team all know the people living at the home well and are supportive of care staff. There are effective governance arrangements in place. The RI visits the home frequently and completes quality reports to evaluate the standards across the service and consider where improvements can be made. Clear action plans are made to ensure planned improvements are carried out and monitored. The statement of purpose for the service accurately describes how the service is delivered.

Sufficient staffing levels are in place to meet the care needs of people living at the service. Care staff told us they have enough time to support people and are not rushed. Staff respond to requests from people in a timely manner and interactions are friendly, encouraging, and respectful. People are supported by staff who are knowledgeable, competent, and fit to care for people living in the service. Staff told us they enjoy their jobs, feel valued and well supported by the management team.

Care staff are safely recruited. The staff files are well organised, and contain most of the required information, including Disclosure and Barring Service checks and professional registration with Social Care Wales, the workforce regulator. Some minor gaps were found in personnel records which the manager assured us they would address. Care staff complete a range of training courses, including regular refresher courses in mandatory areas such as safeguarding people at risk of harm. Care staff receive regular supervisions which provide the opportunity for staff to discuss any concerns or training needs they may have and allow their line manager to provide feedback on their work performance.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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
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N/A	No non-compliance of this type was identified at this inspection	N/A
44	The home does not ensure the environment is safe and free from hazards as much as possible. Cleaning products which should be locked away are kept out in communal bathrooms. The medication room and locker are not kept locked at all times when not in use. Hazards identified in the garden area, such as overgrown brambles and loose coping stones require work to make them safe.	Achieved

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