



Inspection Report on

Pen y Bryn Residential Home

**Pen Y Bryn Residential Home
Fron Deg
Top Hill
Bagillt
CH6 6HU**

Date Inspection Completed

29/09/2022

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About Pen y Bryn Residential Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Pen y Bryn Emi Ltd
Registered places	30
Language of the service	English
Previous Care Inspectorate Wales inspection	18 September 2019
Does this service provide the Welsh Language active offer?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People are happy living in the home and have good relationships with care staff who know them well. Relatives and visiting professionals are pleased with the quality of the care they see when visiting the home. People have choice over their day to day lives and are supported by appropriate numbers of kind, caring, trained and competent staff.

The home is well maintained, clean and welcoming. People have access to secure gardens, and multiple communal areas inside the home. The service provider continues to invest in the development of the service and the fabric of the building itself.

Governance processes are in place to ensure the home runs smoothly and meets the needs of people living there. This includes regular health and safety checks, maintenance and servicing of equipment, and monitoring of the quality of care through regular visits by the Responsible Individual (RI).

Well-being

People have choice over their lives and how the service is run. A varied menu is offered, and people are given choice at each mealtime. The manager holds regular resident meetings where people can discuss their experiences living in the home and share any changes or improvements they would like to see. We saw people are encouraged to get up when they want to and spend time either in private or socialising in the communal areas. One person told us they had help from their daughter with re-decorating their bedroom to their taste. People told us they like living in the home and this was reinforced by records of the RI's monitoring of the quality of care.

People are supported to remain healthy and happy in their home. Staff support people to maintain familiar daily routines and activities as much as possible. We saw care staff support people washing up cups after tea and biscuits, completing a puzzle with them, and encouraging them to sit with friends they have made in the home for a chat and cup of tea. There is a dedicated beautician and hairdressing room; the hairdresser visits weekly so people can make an appointment as and when they like. Health care professionals we spoke to confirmed people receive timely referrals for any medical issues and staff follow treatment plans well. Care records seen also support this.

People are encouraged to have visitors and infection prevention and control procedures are in place to keep them safe. Visitors we spoke to on the day were pleased with how their relative had settled into the home and said, "*the home is lovely, and they look after him well*". This was supported by documented feedback from residents and from speaking to people.

The home is secure with keycode locks on the entrance and some corridors to keep people living there safe, especially people living with dementia. There is a choice of comfortable communal areas on different floors for people to enjoy spending time in. There are stairs to all floors and a lift for people to use, with support from staff should they require it. There is ample equipment that meets people's needs in the home. Each bedroom has a call-bell for people to use, and bedroom doors and floors are fitted with sensors to alert staff if someone has fallen or needs support.

Care and Support

People receive the care and support they need. People wishing to move in are assessed to ensure the service can meet their needs, using information from people themselves, their relatives, their representatives, and their health professionals. Detailed, person-centred plans are created based on people's current care needs and their likes and dislikes; they are made available to care staff, so they know people's needs when they move in. People are allocated key workers to monitor their care needs and regularly review and update their personal plans. Risk assessments are in place to help staff support people in positive risk taking.

People are supported by kind and caring staff who know them well and support them at their own pace. Care staff have good relationships with people and use respectful and friendly language when talking to them. People told us they like living in the home and are well cared for. This is supported by feedback from relatives that "*staff are incredible*" and their loved one is "*getting the support she needs*".

Care staff are particularly busy in the mornings as this is the time when most people need support with breakfast, washing, and dressing. During our visit we noted some people exhibited signs of tension and agitation while they waited for care staff to be free to help them at this time. We discussed this with the manager, and they addressed this by having additional care staff on shift in the mornings to ensure people receive support when they need it. Rotas show adequate numbers of staff are in place throughout the rest of the day to provide care and other roles in the home. The manager confirmed agency staff are sometimes used alongside permanent staff, but they ensure continuity of care for people by requesting the same agency staff attend each time.

People can be reassured there are policies and infection prevention, and control measures are in place to maintain hygiene throughout the home. Designated cleaning staff keep communal areas and people's rooms clean and tidy and keep on top of the laundry in the home daily.

Environment

People are living in an environment that meets their needs. The home is clean and tidy throughout, and corridors and walkways are kept clear to ensure people can move safely around their home. Communal areas are bright and airy and include decorations on the walls of topical themes of interest to people, and pictures of them enjoying activities together. There is pictorial and word signage throughout the home, and corridors have themed, tactile, decoration that supports people to recognise where they are in the building. The communal areas have comfortable seating, and dining tables and chairs which are laid with tablecloths and place settings at mealtimes.

The service provider ensures the home meets current health and safety guidelines. A designated person looks after ongoing maintenance and repair throughout the home. The manager or their deputy conducts a daily walk around and any issues are identified and resolved as soon as possible. The RI ensures ongoing investment in the service as part of their continuous monitoring of the service; records show upgrades in the last year to flooring throughout the home, kitchen equipment, bedding, and tableware. Health and safety records show routine audits and safety checks are in place throughout the home including for example, water supplies, fire safety equipment, and specialist equipment used to support people's care. People have access to the specialist equipment they need, which is serviced and maintained regularly. Risk assessments for health and safety in the home are regularly reviewed and updated by the RI and manager to ensure identified risks are reduced as far as reasonably practical, and people remain safe.

Leadership and Management

People can be assured the service provider has governance systems in place to ensure the service is running smoothly and meeting people's needs. The RI visits the home regularly and records show they gather feedback from a range of sources including people, staff, visiting professionals and relatives. Regular audits are made covering different aspects of the day to day running of the service. The outcomes of audits are fed back during staff meetings and monitored by the manager and RI so that any issues identified are resolved as swiftly as possible.

The service provider has invested in an electronic care system for recording people's care needs and preferences, and the daily care received by people. Care staff are fully trained on the system. Records show the RI and manager regularly monitor the quality of the records and provide ongoing training to ensure their accuracy and completeness.

People can be certain that new members of staff are vetted to ensure they are fit and safe to work in the home. The manager follows policies and procedures for recruitment, including thorough pre-employment checks. New staff undergo an in-depth induction and work for at least a month shadowing another experienced member of staff before they work alone. Staff have access to an ongoing programme of online and face to face training that meets the needs of people living in the home. There are some gaps in the training records. In part this is due to the number of care staff recently recruited and most staff are up to date with all training required. Following changes made within the company providing their online training, there are some issues accessing suitable safeguarding training, but this is actively being dealt with by the manager.

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
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N/A	No non-compliance of this type was identified at this inspection	N/A
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