



## Inspection Report on

**Tan y Bryn Care Home**

**Tan Y Bryn Residential Home  
20 Tan Y Bryn Road  
Llandudno  
LL30 1UU**

## **Date Inspection Completed**

21/05/2024

**Welsh Government © Crown copyright 2024.**

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk)*  
*You must reproduce our material accurately and not use it in a misleading context.*

## About Tan y Bryn Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Eterna Care Ltd
Registered places	26
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">24 July 2023</a>
Does this service promote Welsh language and culture?	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 living in Tan y Bryn appreciate the wonderful views which they enjoy from large windows in communal and bedrooms. They enjoy the newly developed patio areas what allow them to sit in the sun, breathe in the fresh air and socialise with each other and family visitors. People are happy with the level of care and support they receive; they feel able to do what they want, when they want and express their views and suggest ideas for changes. People have a say about the food they eat and the activities they partake in.

Many staff have worked at the home for a long time, providing a familial sense of belonging to people who have also lived there for some time. Staff are vetted for suitability and trained to ensure they have the knowledge they need to help people achieve their outcomes. Visiting professionals are complimentary about the care provided. The RI (Responsible individual for the home) and the manager are in contact daily. The information sharing, audits and other checks and measures help ensure a good oversight of what is working well and where changes might be beneficial. Recent investment has seen the home increase its communal spaces, including a secure, outside area which people really enjoy.

## Well-being

People have control over day-to-day life. They access the right information when they need it in the way they want it. Every three months, the manager and senior staff hold a meeting with residents to tell them about progress and developments in the home. People have a say about changes in their home. They choose what activities they want the service to plan and they choose what food they want the chef to prepare. People feel their voices heard and they are listened to.

People's physical and mental health and emotional well-being is promoted in the home. Being healthy is promoted through the provision of nutritional food, and keeping active through exercise activities. People feel happy in the home, they think of it as their home and they are free to do what they want. People can access healthcare both in and outside the home as staff support them to get the help they need when they need it.

People are protected from abuse of neglect because staff are trained in safeguarding and know what to look for and when to raise concerns. There are policies and procedures in place, which staff must read, and these direct staff on when and how to make any concerns known. Staff have frequent opportunities to meet with the manager on a one-to-one basis and speak confidentially on care matters.

People continue to have healthy family and personal relationships while in the home. Family is able to visit as anytime and people make new friendships with others living in the home. There are various communal spaces in the home where people can have private conversations with their visitors, and family are encouraged to take people out on day trips if they wish.

The layout of the home allows people to spend time in communal spaces that suit their needs. A quiet lounge provides space for peaceful reading or private chat with family and other visitors. Two larger lounges encourage socialising, and people enjoy various activities together. The service has invested in accessible, secure, outdoor space suitable for the needs of people living in the home. People enjoy sitting out on the provided furniture, looking at the views and enjoying the sunshine.

## Care and Support

The manager completes preadmission assessments before people come to live in the home. These consider the views of the person and their family, and any professionals that are already involved with the person's care. The assessment information, along with other information gained from becoming familiar with the person, is used to develop a personal plan of how all needs are going to be met. Staff know how people prefer their support to be delivered because plans are thorough and include people's preferences and desired outcomes.

The personal plan is kept accurate because it is reviewed every three months to keep the information up to date. If changes are evident prior to the three months, the plan is changed to reflect this at the time. Staff can access the personal plans and records whenever they need them; they recently requested a more central, accessible storage point for these records and the manager purchased suitable, secure storage to accommodate this request.

People receive the quality of care and support they need and prefer because the service is designed in consultation with the individual. We saw personal profiles within the care documentation outlines people's interests, hobbies, personal preferences, and other things that matter to them. We saw people occupied with the preferred hobbies recorded in their personal plans. People told us the cook visits them every morning to ask for their choices on the day's menu; they are happy with the food and the control they have over what they eat. Three monthly resident's meetings are used as an opportunity to seek people's wishes on activities and inform them about developments in the home. One person told us how grateful they are that their social worker found this place for them.

People access healthcare and other services to maintain their ongoing health and well-being. Staff arrange health appointments when needed and health professionals visit the home to provide care when required. Care staff are very experienced and take the time to develop effective relationships with the people they support. They know how to offer assurances and provide the right kind of support to develop and maintain independence and well-being. We saw examples of how people's well-being has improved since being in the home. One person who did not previously enjoy company now routinely socialises with others; initially they did not enjoy their food but they now eat a wide range of meals and their dining experience is much improved. A visiting professional told us how the person they visit is happy, settled, and always looks smart and well cared for.

## Environment

The provider of the service has invested in the home in a way that promotes achievements of people's personal outcomes. People living in the home enjoy going outside and the provider has built a large, secure, patio area with seats and tables for people to sit outside and enjoy the sunshine and spectacular views. We saw photos of people enjoying the space in the summer, eating ice lollies and chatting with each other. There are three different languages to choose from, offering people space to either sit in peace and quiet or enjoy activities together. The provider has purchased an internet connected television so people can watch their favourite shows or listen to their favourite music on demand. Corridors in the home have handrails and are wide enough to easily accommodate people's walking aids and wheelchairs. The whole home is bright and people like the large windows providing a wonderful view of nearby mountains and the seaside. The dining area provides plenty of seats and tables for people to sit together and take their meals, although some choose to dine in their own bedrooms. There are plenty of assisted bathrooms, toilets, and showers. Most areas have been recently decorated and refurnished, and there is an ongoing programme of maintenance and renewal. The manager told us how they can purchase anything needed in the home, as soon as it is needed. On the day of the inspection, the manager received three new air mattresses they had recently ordered. The comfort and satisfaction of people living in the home is important in this service.

The home is kept safe through regular audits of the environment to check there are no areas requiring attention. We saw cleaning and safety checks are scheduled daily in the kitchen to ensure good hygiene and compliance with regulations. The Food Standards Agency has recently awarded the kitchen a level five, which is the best it can be. We saw evidence of a range of safety checks in relation to water hygiene, electrical wiring installation, fire safety including equipment and testing, the fire service has visited, and we saw recommendations they made have been addressed. One the day of inspection, we identified electrical appliances have not been checked for safety recently; the manager arranged for this to be completed. Records show reparative works identified by staff are quickly responded to by the person employed to carry out the maintenance.

## Leadership and Management

The service provider has arrangements in the home to help ensure it runs smoothly. There is regular, three monthly, visits from the RI during which they speak with people using the service, meet with the manager and carry out sample checks on records, procedures and the environment. The manager has frequent meetings with the staff team, and an extensive handover of information at the beginning of each shift, so staff always know of developments and changes. There is a good infrastructure of staff and expertise to help ensure matters needing attention are resolved promptly. This includes an inhouse maintenance person and good links with local businesses such as plumbing, electrical, health and social care and other such services.

Ongoing quality assurance processes seek the views of people using the service. We saw associated reports indicating largely positive responses. We also saw meeting minutes in which people have made suggestions for changes in some areas, such as variety of vegetables, some ideas for activities. We saw some of these activities are now provided. Scheduled, regular audits of things such as records, training, medication procedures and the building take place. This helps to keep everything up to date, accurate, suitable to meet the needs of people living in the home and compliant with regulations. The manager is in daily contact with the RI so they can keep each other informed; the manager enjoys a good level of support and feels trusted. The RI completes a Quality of Care review every six months, culminating in a report that indicates what they feel is working well and where improvements might be made.

People are supported by appropriate numbers of staff who are vetted through good recruitment procedures prior to employment and trained to provide effective care and support. Rotas show there is a good mix of new and very experienced staff on duty at any one time. There are staff who have worked in the home for ten years or more providing a sense of familiarity for people living in the home. The training record shows new staff receive a full induction into the home and have a wide range of knowledge in areas relevant to the care of older people with different needs. Staff told us they feel well supported and although they feel they can approach the manager at any time, they also have one to one meetings with the manager every three months. Staff confirm they can share their views, discuss their practice, and raise any issues they have.

### 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
------------	---------	--------



N/A	No non-compliance of this type was identified at this inspection	N/A
79	The provider has not ensured that policies are up to date, are reflective of current Welsh legislation and contain appropriate details of who people can contact both internally and external agencies.	Achieved

### **Was this report helpful?**

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- [Inspection report survey](#)

If you wish to provide general feedback about a service, please visit our [Feedback surveys page](#).

**Date Published** 04/07/2024