



Inspection Report on

Meddyg Care (Bryn Awelon) Limited

**Bryn Awelon Nursing Home
Lon Fel
Criccieth
LL52 0LN**

Date Inspection Completed

26/07/2024

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About Meddyg Care (Bryn Awelon) Limited

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	MEDDYG CARE (BRYN AWELON) LTD
Registered places	28
Language of the service	English
Previous Care Inspectorate Wales inspection	11 March 2024
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

The Responsible Individual (RI) and management have a very clear vision and ethos of how the care is provided. Since the last inspection the service provider is now supportive of the RI for them carry out their regulatory duties and the required improvements identified at the last inspection have now been made.

There are robust internal quality assurance procedures and processes to ensure the service provided is of a very high standard and is safe. The manager is highly respected and dedicated and is extremely regarded by the entire staff team, residents, and visitors. People receive person centred care and support from staff who know them very well and treat them with dignity, respect and kindness. People are included and involved in activities and decisions about their lives. Personal plans are detailed and inform staff what care and support people need and want. Healthcare professionals are contacted as needed to ensure people receive the right treatment at the right time.

Visitors to the home and residents praise the care and compassion of the care staff and management in the home. Care staff enjoy their work and feel part of a team; they feel their contribution is valued, rewarded and management is fair and respectful. There is now enough staff on duty and care staff are now trained in a range of relevant topics to help ensure people are safe.

Well-being

People have choice and control regarding all aspects of the care and support they receive and to ensure they have a sense of purpose and involvement. The manager spoke in-depth about how providing good person-centred care has resulted in positive changes made to people's lives. One person's family had decorated their bedroom to resemble their own home and the manager have noted a reduction in behaviours which challenge for another person since their loved one's move into the home. We observed staff supporting people in ways that ensured their privacy, dignity and choice is respected and promoted. For example, making sure people's clothing is protected, closing doors when needed for people's dignity, staff checked to ensure people were happy, comfortable and provided drinks before leaving them.

People's physical, mental, and emotional well-being is looked after by care staff who seek professional advice when required. Families are always informed of any changes in a person's health. Records show people's care and support needs are reviewed frequently so that any changes are quickly identified. We saw examples of people's improving health and well-being since coming into the home. There are now opportunities for people to engage in an array of activities throughout the day so that they do not become bored and isolated.

People are protected from abuse. Care staff know what to do if they have any concerns about practice in the home. The manager is always available so staff can discuss any concerns quickly and staff feel they can talk freely to them at any time. Staff are up to date in safeguarding training and the provider has policies and procedures in place to ensure the safe running of the service. Staff receive a good range of training to ensure they can carry out their work roles effectively and to a high standard. All staff receive regular, planned supervision and appraisals. People who lack capacity to make day-to-day decisions are subject to Deprivation of Liberty Safeguards (DoLS) to ensure they are protected. People have access to an advocacy service if needed.

People live in a spacious, clean and comfortable environment. Standards of cleanliness and hygiene are good and regular checks, servicing and maintenance ensures the environment is as safe as it can be. There is an ongoing refurbishment programme in place. Bedrooms are personalised to varying degrees based on people's individual preferences. The service has been inspected by the Food Standards Agency and has a rating of 5, demonstrating the service is rated as very good. There are outstanding actions regarding the environment which require addressing such as repairs/installation of several windows and repairs to the conservatory.

Care and Support

People have detailed and up to date personal plans to maintain their ongoing health and well-being. Personal plans describe how they want to be supported and contain detailed person-centred risk assessments and management plans to help staff keep people safe. Keyworkers ensure people and their relatives are invited to contribute to their care planning review process. Risk assessments and personal plans are regularly reviewed and updated as people's needs and risks they face change. A relative said "*personal care is excellent; resident is always clean and tidy and well looked after*". We saw 'This is me' documents record people's preferences, their interests and hobbies. A variety of activities are now provided to those who want to participate, the newly appointed activities person told us they have lots of plans in place for the future and currently offer activities such as board games, chat and a cup of tea, painting, arts and crafts, one to one activity, the Pet Therapy Dog is regular visitor along with the Operations Director's puppy 'Bertie'. Residents really looked forward to and enjoyed a recent visit from the ice cream van.

People are supported to access healthcare and other services. A relative told us they are "*Notified with any changes regarding health and wellbeing*". Records illustrate health professionals are promptly contacted if advice is required. Qualified nurses are always available on site, and their training is current. We saw medication is reviewed and health is constantly monitored. Diet, fluid intake and pressure area care is closely monitored and robust systems identify any concerns quickly.

The management is proactive in ensuring people are empowered, respected and able to fulfil their ambitions/goals. One person has expressed they would like to go swimming in the local baths, the manager is currently supporting this person and making enquiries so that their wishes can be fulfilled. A family member and the manager told us staff have been able to bring their loved one to the communal area after being in their room for three years and as a result they are now having fun and engaging in activities. One person told us "*the care and support is excellent; the staff are helpful and doing a really good job*" a relative said "*wouldn't change a thing, respect and dignity are high on the business' agenda*" and another said "*the care they give residents is to a high standard and always respectful*".

The service promotes hygienic practices and manages risk of infection. Infection control audits are completed, staff have received training and there are policies to follow. Staff have access to enough personal protective equipment.

Environment

People live in a safe environment which supports their independence and individual needs. The environment is homely, and rooms are decorated in light colours giving a fresh airy appearance around the home. Bedrooms are personalised and have people's pictures, photographs and other things that matter to them. We saw shower and bath facilities suitable for everyone's needs. Bilingual signs can be seen around the home for people whose first language is Welsh. The RI has good oversight of the environment, they know what needs to be done. More investment is required to further improve the environment the conservatory remains an area that requires improvement so that it is safe, and people can sit and enjoy the magnificent views, several windows require fixing/replacing. This has been hampered somewhat by the service providers agreement to agree to complete the work required. One staff member told us *"Our home feels like a home its old fashioned yes but no two rooms are the same, it smells like a home with the fresh home cooked meals we serve, and the views are amazing"*. Relatives told us *"Always smells clean"* and *"the home is clean and tidy every time we visit"* and another said, *"would like more outdoor spaces so people can be wheeled out or have the conservatory fixed"*. There is enough housekeeping staff employed, and the home is immaculate.

The service provider identifies and mitigates risks to health and safety. Personal Emergency Evacuation Plans (PEEPs) are completed for staff to follow in the event of a fire to keep people safe. Fire records evidence checks and tests have been carried out including the fire alarm, portable extinguishers and emergency lighting service. Staff receive training in fire safety, infection prevention and control, health and safety and food hygiene. There are policies and procedures for staff to follow to keep themselves and others safe.

Leadership and Management

Governance arrangements are robust, which ensures care and support is provided to a good standard. The RI ensures quality assurance and auditing systems are extensive and comprehensive and look at all aspects of people's care and support. Environment, falls, infection prevention control and medication are amongst just a few of the twenty-five audits completed every month by the management team. The RI and operations manager completes a six monthly internal mock inspection, which is reviewed every two months, and a comprehensive action plan is produced. The RI, Operations Director/Quality Assurance Team provide additional support and presence in the home. Senior management have complete oversight of the care provided as they access live care and management information. Internal monthly management meetings and other management meetings are exemplary in bringing managers within the organisation together to share important information, best practice and lessons learned to make changes. The manager is dedicated, enthusiastic, passionate and has worked hard to implement positive changes. There is an 'employee of the month', and the manager has recently been awarded 'manager of year' within the organisation. The award is accompanied by a small incentive.

People are supported by a highly motivated, skilled and dedicated staff team. Staff complete an in-depth induction and attend a wide variety of training to effectively understand and meet people's needs. Staff are registered with Social Care Wales; the workforce regulator and new employees are matched to the organisations service needs. The manager is supported by a team of passionate and committed staff team who want to achieve the best care for people which enables them to provide an exceptional level of support. Staff achievements are celebrated, and they are encouraged to develop their skills and there are opportunities for staff to develop their career. One staff member said, "*Feel valued and supported, and there are opportunities to learn and develop*" and another said "*I love it here, I love sitting and being with the residents. The manager and area manager are great*".

There is now enough staff on duty to meet the care needs of people in the home. A new enthusiastic activities person is employed and from our discussion with them they are passionate about their role. A new interim deputy manager has recently been appointed to support the manager. We saw there is enough staff supervising and supporting people throughout the home. Feedback from staff include "*I love having a chat with the residents and we are encouraged to engage with our residents*" and another said, "*I would recommend anyone to work here*". A family member told us "*There's always a member of staff in the lounge ensuring residents are safe and all needs are met. If a resident is in bed, they are checked on frequently*".

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
34	People's health, safety and well-being are at risk because the service does not have an adequate number of staff available at all times. The service provider must ensure there is enough staff on duty to provide the care and support people need.	Achieved
6	People do not receive a service which promotes their outcomes, keeps them safe or is in line with the statement of purpose. The service provider must ensure there are consistent arrangements in place for the oversight and governance of the service so that best possible outcomes are achieved for people.	Achieved
9	The service provider has not ensured the responsible individual is supported to carry out their duties	Achieved

	effectively and ensure they have financial autonomy over the day to day running of the service to maintain compliance with the regulations. The service provider must ensure the responsible individual is supported to carry out their duties effectively.	
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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.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

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