



Inspection Report on

Bryn Derwen St Asaph Ltd

**Bryn Derwen
Bryn Gobaith
St. Asaph
LL17 0DN**

Date Inspection Completed

17/06/2024

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About Bryn Derwen St Asaph Ltd

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Bryn Derwen St Asaph LTD
Registered places	20
Language of the service	English
Previous Care Inspectorate Wales inspection	03 May 2022
Does this service promote Welsh language and culture?	This service is making a significant effort to promote the use of the Welsh language and culture or is working towards being a bilingual service.

Summary

Bryn Derwen is a comfortable and welcoming service which meets people's needs. Care staff are kind, friendly and caring. People are relaxed in their company and are able to form positive relationships with them. There are plenty of activities to choose from, including some one-to-one time for walks in the garden, trips out, and connections with other groups in the local community.

Management and care staff ensure good communication is maintained with healthcare professionals so people's health needs are met. Care staff keep good records which demonstrate that healthcare advice is followed.

The manager and responsible individual (RI) have good oversight of the service, ensuring regular audits are undertaken, and obtaining the views of people and relatives for quality assurance. Relatives are kept well informed and they can be confident their loved ones are well cared for. Care staff enjoy their roles and feel supported, and several staff have worked there many years.

The home has been furnished with the needs of people living with dementia in mind with brightly coloured doors, a fully accessible garden and memory themed corridors.

Well-being

People have a wide variety of activities they can participate in and are able to choose how they want to spend their time. There is an activities coordinator available every day and there are three organised activities a day. These include activities with other organisations, such as choirs and art projects. On the day of our visit an external organisation held a reminiscing activity with music, and people were remembering and singing songs from school assemblies. People also enjoy trips out, and there is a vehicle available for this. People can enjoy activities using a virtual reality headset, allowing them to experience some activities which may be difficult for them to fully participate in. Care staff ensure everyone is included and spend time each day with people who are cared for in bed, with activities like reading to them, reminiscing, or giving hand massages. Whilst there are a lot of activities on offer, people can choose whether they want to engage, and for those who prefer more independence there is a quiet lounge where they can sit and read books or magazines of interest to them.

People are supported to maintain relationships with family and friends. Relatives can visit at any time and they told us they are made to feel welcome. One relative told us "*It feels like it is family.*" They receive regular newsletters and tell us it is reassuring to see photos of their loved one joining in with activities. People are supported to communicate in Welsh if they wish. The service provider can translate documents into Welsh. Care staff are learning Welsh phrases and although none are currently fluent, Welsh speaking residents are taken to a Welsh language group once a week in the community.

Care staff ensure people are kept safe from abuse and neglect. They are trained in safeguarding and know how to report any concerns. The care staff we spoke to told us management are supportive and proactive, and they feel confident to raise any concerns with them. People who do not have capacity to decide where they live have their rights upheld with Deprivation of Liberty Safeguards (DoLS) authorisations in place.

People have the right care and support to meet their needs. Care staff are kind and caring and know people well. They ensure they receive prompt access to health care services and follow the advice of healthcare professionals. Relatives described staff as "*kind*". One relative told us they are "*very pleased*" and another said they "*cannot thank them enough*".

Care and Support

Care staff consult people and their families about their needs, wishes and aspirations and ensure these are incorporated into their personal plans. A detailed history and background questionnaire is completed with people and this details information about things which are important to them, such as their family relationships, hobbies, interests, and work history. Personal plans incorporate this information to ensure they are person centred. Risks are considered for each aspect of the personal plan, and both personal plans and risk assessments are reviewed regularly and updated with any changes. People are supported to remain as independent as possible and personal plans detail what each person can do for themselves.

People's health needs are met by care staff who are trained to meet their needs. Their daily records demonstrate that care is delivered in line with people's personal plan and care needs such as repositioning are met, following advice of health professionals. One healthcare professional told us there is good communication with care staff and their advice is always followed. Care staff have dementia training and follow a model to help them understand the stage each individual is at in their dementia journey. One relative told us, "*They look after X so well*". Care staff manage medication safely, maintaining clear and consistent administration records, and ensuring medication is stored safely and securely.

Care staff deliver care to people with kindness, dignity, and respect. They take their time to talk through what they are doing with people whilst delivering care. Care staff respond to people's needs; call bells are answered in a timely manner. People are relaxed in the company of care staff; we saw them chatting and laughing together during our visit.

People live in a home which is clean and tidy and is safe from the risk of infection. Care staff are trained in infection control and have access to plenty of personal protective equipment (PPE).

Environment

Bryn Derwen is homely and comfortable, and the needs of people living with dementia have been considered. The service has brightly coloured doors to assist with orientation around the building, and there are grab rails to assist people with mobility issues to move around freely. The service has themed corridors, which are decorated to remind people of different interests, such as the seaside and nature. There are some textured surfaces and items people can interact with, for example hats they can pick up and touch. There is a large, fully accessible garden. People can enjoy sitting outside in warmer weather and there are raised planters for people who are interested in gardening. There is a quiet lounge area, and people can choose whether to sit quietly, socialise with others in a larger communal lounge, or spend time in their own rooms. People have spacious rooms, and we saw these were personalised to suit individual tastes. People can bring in their own furniture, photos, and objects to help them feel at home.

The service provider ensures the building is safe and secure for people living there. There are keypad locks on the doors, and visitors are asked to sign in on arrival. Health and safety checks are undertaken regularly, and we saw certification of up to date gas and electrical and fire safety checks. Management ensure specialist equipment is well maintained and inspected regularly.

Leadership and Management

People are supported by care staff who are suitably qualified and skilled to provide a good quality of care and support. Management ensure thorough recruitment checks are undertaken for all new staff; we saw evidence of current disclosure and barring service (DBS) checks, references, and registration with Social Care Wales. Care staff receive regular training and supervision in line with regulations. They also receive an annual appraisal which considers their training and development needs. There are regular staff meetings which allow open discussion of any issues or concerns and record any action to be taken. We met care staff who had worked for the service for many years and told us they enjoy their jobs and it is a “*good place to work*”.

The manager and responsible individual (RI) provide good oversight of the service. The manager completes regular audits to ensure standards for areas such as medication and infection control are being met. We saw these audits are effective in identifying issues and record the follow up action that is taken, when required. There are ‘champions’ in the staff team who oversee specific areas. There is a falls champion who ensures all falls are monitored, recorded, and analysed to identify any patterns or trends. The RI completes visits every three months, talking to people and staff as well as touring the building and reviewing a sample of files. The service provider ensures a six-monthly quality of care review is undertaken and questionnaires are sent out to consult people, their families and care staff for their views. Care staff told us management are supportive and they are confident to raise any issues or concerns with them. One member of staff described the manager as “*brilliant*”.

The service provider continues to make improvements to the service. We saw there are new carpets and some rooms have been redecorated recently. There is an ongoing refurbishment plan. They have also invested in a wheelchair accessible vehicle to transport people on trips.

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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