



Brynhyfryd House Nursing Home



Brynhyfryd House Nursing Home, 36 West Cross Lane, West Cross,
Swansea, SA3 5LS



01792404827



<http://www.plasnewydd-care-home.co.uk>

Date(s) of inspection visit(s):

30/04/2025, 29/04/2025

Service Information:

Operated by:	Plas Newydd Care Ltd
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care
Registered places:	42
Main language(s):	English
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Bryhyfryd House Nursing Home is a care home service for older adults in West Cross close to Mumbles, Swansea which is a short distance from local shops and facilities. The home is an established three storey property with accommodation for up to 42 people. There is a Responsible Individual (RI) who has a strong presence within the service and a manager who is registered with Social Care Wales (SCW) who support staff formally with supervision and informally through day to day discussions.

People and their relatives are happy with the care and support provided at the service. They live in a comfortable, welcoming and homely environment which is warm, clean and suitable to meet their needs.

At this inspection we found people's well-being was good and the care and support people receive support them to achieve good well-being outcomes. The environment overall is good but there are some remedial maintenance tasks that are planned to be addressed which need to be prioritised. Leadership and management of the service is good because positive actions of the management and staff team ensure people achieve good outcomes.

Findings:



Well-being

Good

People are treated with dignity and respect. They are supported to identify their well-being outcomes and encouraged to use and build on their strengths. During our visit, we spoke with people who told us they were happy with the support they received from Brynhyfryd House and were supported with making day to day decisions. One person commented *"I get on very well with the staff, they're kind to me."* We also observed people being supported in a kind and genuine way and people told us the staff always treat them with kindness and warmth. Records showed that people are enabled to achieve outcomes which they had identified together with their care workers.

People are protected from harm and neglect. Care workers are aware of the procedures to follow if they have concerns about people they support. The provider ensures staff receive training in protecting vulnerable adults and has policies and procedures in place to support this. Staff spoken with have a sound knowledge of their responsibilities and how to report any concerns they have about people they support. Personal plans and risk assessments are in place and reviewed regularly. Families told us they feel their relatives are happy and safe in their home. Care workers are recruited safely.

People are supported to develop and sustain positive relationships within their community and with family, friends and important people in their lives as far as possible. Staff facilitate this by respecting these relationships and the importance they hold in people's lives. A family member commented *"The service are very good, they keep me informed of what is happening with my relative."*

Two relatives told us about how their relative was supported to speak to a family member using Facetime on the computer. The service provider ensures staff receive training in person centred practice to have the necessary skills and access to technology to support this. The service provider tries to promote the use of the Welsh language and cultural needs of people and is working towards a bi-lingual service. The service makes available documentation in the language of people's choice.

Staff have a good understanding of safety, weighing risks and rewards to promote overall well-being and involvement in the community. Records show that staff are supported with positive risk taking training. We observed pictures of several people undertaking activities with support from staff at the service. A relative commented that *"My family member is supported to do as much as he can and wants to do."*



Care & Support

Good

People receive the quality of care and support they need to achieve their personal outcomes. They are well supported with personal plans and risk assessments that reflect their needs. A sample of personal plans viewed contain detailed information regarding personal interests, likes and dislikes but this could be more robust. We discussed with the manager the need to ensure the best possible outcomes identified in personal plans were accurately and consistently recorded. We saw that personal plans are developed following discussions with people and their family. Personal plans and risk assessments are accurate and mostly regularly reviewed in consultation with people wherever possible. Referrals for advice and professional help regarding health services are sought as needed. We discussed with the manager the need for strengthening monitoring of skin integrity using what is known as 'skin bundles.'

People can do the things that matter to them when they want to. We saw there are a range of activities available which are meaningful to people. People told us they enjoy taking part in a variety of activities including art sessions, pampering sessions and bingo. People meet regularly either individually or in the communal lounge with staff to plan future things they would like to do. We discussed with the manager the importance to consider the need for individuals to have easy access to the local community and relevant facilities.

People are protected from abuse and neglect. Policies and procedures have been reviewed to make sure they are up to date. We discussed with the manager the need to strengthen the oversight of Safeguarding referrals in place. Care workers are aware there are policies in place to guide them and are supported by management. Staff have completed safeguarding training relevant to their roles.

People's medications are stored and administered safely in line with statutory and non-statutory guidance. There are safe procedures for accepting incoming, returning, storing, and administering medication. Fully trained staff administer people's medication. There is a medication policy in place. However, we discussed with the manager the need to ensure staff are vigilant in recording signatures on MAR charts and recording temperatures of medication within the room and fridge.

Policy, procedure and application of hygienic practices are in place to reduce risks of cross infection. Staff demonstrate an understanding of infection control and the use of personal protective equipment (PPE). Staff wear appropriate PPE and follow correct procedures. The service has sufficient stocks. Effective oversight and auditing of infection control measures are in place. Staff maintain appropriate standards of hygiene. The service is clean and tidy but the skirting boards and lower walls in the communal lounge require updating and the visible wiring addressed as a possible source of infection control measure and is discussed later in this report.



Environment

Good

The accommodation is comfortable, well-maintained and decorated in a homely and welcoming style. On the day of the inspection, we found the home to be a calm and relaxing environment. The service provider identified areas of wear and tear around the home. The home is in a good state of repair with a few remedial repair tasks needed such as replacement of doorknobs, flooring in one of the stairwells and replacing the skirting boards in the communal areas of the lounge. The manager stated this was in the process of being addressed. The service is clutter free. On the day of the inspection, people were observed to be using various areas of the home including the various lounges, dining room and some were observed to be relaxing in the comfort of their bedrooms. We viewed bedrooms at the service which were clean and tidy but some lacked in character and discussed with the manager the need to make these more personalised. Records show good systems are in place to monitor the decoration and repair of all rooms, facilities and furnishings, and timely action is taken to address issues as they arise.

People can be confident the service provider identifies and mitigates risks to health and safety. There is a system in place for monitoring and auditing of health and safety. This is managed by the management team with support from the RI at the service. Routine health and safety checks for fire safety, water safety and equipment are completed, and records show required maintenance, safety and servicing checks for gas, and electrical systems are all up to date. The sample of four bedrooms viewed had facilities and equipment that is suitable for the individuals. Cleaning schedules were in place and cleaning had taken place around the building throughout our visit and we found all areas were clean and tidy. People access the home through a securely locked door and visitors must sign in and provide identification. The home has a food hygiene rating of 5 (the highest rating attainable).

There are secure outdoor garden areas that can be accessed independently and/or with support if required. The service provider has developed the garden with areas of interest such as a covered raised fruit bed, a patio area with seating and tables as well as a large garden.



Leadership & Management

Good

People can feel confident the service provider has systems for governance and oversight of the service in place. There are systems for assessment, care planning, monitoring, and review to enable people to achieve their personal outcomes. The service is provided in line with the objectives of the Statement of Purpose and Guide to the Service, which are regularly reviewed. We discussed with the manager the need to ensure policies are regularly reviewed. Records show the RI visits the home regularly and at least quarterly per year to complete the statutory visits and meet with people and staff.

The service provider has oversight of the financial arrangements and investment in the service. The RI assured us the service is financially sustainable to support people to be safe and achieve their personal outcomes. The RI told us of investment such as *“A previous contractor will design a solution to replace the skirting and lower walls with materials that are medical-grade and easy to clean. This will be implemented throughout the entire home, focusing on the communal areas of the main building.”*

The provider uses audits of all aspects of the service to monitor practices. They complete detailed analysis of audit findings and take action as a result to promote and uphold standards of care quality, resulting in effective and sustainable improvements for people. The quality of care review report is detailed and completed as required to a good standard. We saw evidence the RI has oversight of the service, and the service management team conduct a quality assurance system to ensure quality care is delivered.

Staff recruitment pre-employment checks are completed prior to employment commencing. Staff are registered with Social Care Wales, the workforce regulator. New staff receive an induction including shadowing more experienced staff and this was confirmed by staff we spoke with. Care workers have the knowledge, competency, skills and qualifications to provide the levels of care and support required to enable people to achieve their personal outcomes.

There is good support and development for staff with supervision, appraisal and training in place. However, we discussed the need to ensure all staff complete training in a timely way. Care workers told us they feel valued and supported by the manager. There are enough staff on duty to safely support and care for people. Records show the team in place has a mixture of experienced and new staff available, and this was seen during our inspection. Many of the staff we spoke with describe management as caring and supportive. This was reflected in records we saw and compliments from people and their families.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

Welsh Government © Crown copyright 2025.

*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.gov.uk
You must reproduce our material accurately and not use it in a misleading context.*