



Inspection Report on

Pen y Bryn Residential Home

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

Date Inspection Completed

29/07/2024

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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 | 29 September 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

People are supported by kind and caring staff, who are responsive to their needs. They know people well, and chat to them as they deliver care to put them at ease. The responsible individual (RI) spends time at the service every week and is approachable and available to offer support and listen to any concerns. People have activities to keep them occupied including those which are suited to their individual tastes.

People live in a service which is well maintained and comfortable. They are able to personalise their rooms to help them feel at home. There are grab rails and specialist equipment available to help them get around independently, where possible.

Well-being

People are treated with dignity and respect and can make choices about their day-to-day lives. We saw care staff deliver kind and patient care and offer choices, such as a choice of drinks or snacks. People can choose where to spend their time, and on warmer days they have access to a garden with lovely views which they can enjoy. The activities coordinator ensures there are a variety of activities people can choose from. During our visit they had laid out some materials for different activities in a few areas, such as a croquet set in the garden. One-to-one activities are also arranged and we saw people had engaged in activities related to their individual interests. Care staff told us activities have increased since an activities coordinator has been employed and this has much improved people's well-being. People can personalise their rooms, bringing items such as photos and other meaningful objects from home. People have two choices at mealtime, and alternatives can be provided.

Care staff support people to stay healthy. They keep records of health appointments and consultations. We spoke to a health professional who told us they have good communication with the service and RI. The manager and deputy manager are vigilant and ensure people receive the support from other professionals they require, by chasing up referrals and appointments with other services.

People's rights are upheld and they are protected from abuse and neglect. The manager ensures people who require it are protected by the Deprivation of Liberty Safeguards. This safeguard is in place to ensure people who are unable to make decisions around their care and accommodation have someone to represent them and ensure their voice is heard. Care staff have training in safeguarding and know how to report any concerns for people's well-being.

Care staff support people to maintain relationships with friends and family. Visitors are made to feel welcome, and whilst there are protected mealtimes there is some flexibility around this where needed. People whose first language is not English can be supported with access to an interpreter. Care staff have varied ability with the Welsh language, one member of staff is fluent and is able to speak to people in Welsh if they choose. The menu is printed in English and Welsh and documents can be translated if requested.

Care and Support

Care staff are clear about people's needs and how best to support them. They can follow personal plans which are clear and consistent. Personal plans contain detail which is personalised for individuals stating how to support them if they become distressed or agitated. They detail distractions which could be used including their interests, and their favourite food and drink. Care staff can rely upon this information to assist them to distract and reassure people at times of distress. The care staff we spoke to described how different techniques work with different people, and the information they gave matched people's personal plans. Care staff track and record behaviours that challenge and this information can be used to ensure they get the correct support from health and social care professionals. People have risk assessments in place, to enable care staff to manage any risks to health or well-being. Risk assessments and personal plans are reviewed monthly and updated as changes occur. People are supported to access health appointments as needed, and we saw management chase up external services to help ensure people get the support they need at the right time.

Care staff know people well and deliver kind and patient care. We saw people being transferred with hoists and other specialist equipment and found care staff talked through what they were doing to put people at ease. People have a one page profile in their rooms which gives care staff a snapshot of the person, their likes, dislikes and interests. This can be helpful for staff, and particularly new staff, to engage with people. Care staff complete monitoring charts such as food, fluid and repositioning charts in line with people's personal plans. Management oversees this and take action when necessary to ensure care tasks and monitoring activities are completed and recorded effectively. An external healthcare professional told us they have good communication with staff and management. If they raise any issues these are acted upon bringing about improvement. Care staff have safe systems in place to administer medication with daily medication checks. Senior care staff have all received medication training.

People live in a service which is clean and tidy. Care staff ensure people are kept safe from the risk of infection. Domestic staff are on duty seven days a week and both they and care staff are trained in infection control. Night staff have a cleaning schedule to follow to ensure all cleaning duties are completed.

Environment

People live in a home which meets their needs. There are grab rails throughout the service to support people with mobility issues to move around independently. Specialist equipment is available for those who require it and this is checked and maintained regularly. People have access to a stretcher lift, meaning that in the event of an injury or accident people can be safely and easily be moved between floors. The rooms have signs which are bilingual and have pictures to indicate what the room is used for, and people's bedroom doors have their photo on them to help people navigate.

People have a choice of two communal lounges, a conservatory and a sensory room within the building in which they can spend their time. On the day of our visit people were not making use of the sensory room. The manager and RI are considering whether improvements can be made to encourage people to make more use of this space. There is a fully accessible garden people can enjoy in warm weather. We visited on a sunny day and people were enjoying walks around the garden and some activities in a seated, covered area. There are some activity boards in the garden as well as a board in the corridor with nuts and bolts which can provide an activity for people who wander the building and garden.

The manager and RI ensure the building is safe and secure. There are keypad entry locks on external doors, allowing care staff to monitor visitors to the building. We were asked to sign in for our visit. We saw evidence of gas, electrical and water safety checks. There has been a recent fire risk assessment which highlighted some actions, there is a plan in place to complete these, and on the day of our inspection an assessment of fire doors was being undertaken.

Leadership and Management

The manager and RI provide good oversight to ensure the service is running smoothly and effectively. The RI is based at the service two days a week and is available to support management and staff and to speak to people. People, staff and professionals told us the RI is approachable and listens to them. The RI produces a three-monthly report in which they look in detail at any falls, incidents or safeguarding reports and reflect on whether anything could be managed differently. They take time to speak to staff and people and review a personal plan in full every quarter. They also complete a six-monthly quality of care review, which is completed with the management team. This is an opportunity for the team to review how the service is doing over a longer period of time and can help identify patterns and trends. The report considers what is working well and any areas for improvement. The manager completes a daily check, this is to ensure safety equipment such as call bells are working effectively, and to check on issues which are important to maintain people's dignity, such as whether their bed is made and has matching bedding. They also complete monthly medication audits. One member of staff told us they have *"great support from management"* and that they *"know from handover what is happening/expected."*

People are supported by care staff who are skilled and competent for their role. Thorough recruitment checks are completed for new staff, including disclosure and barring service (DBS) checks, reference and ID checks. Care staff receive regular supervision and these are an opportunity for them to reflect on their role and how they are progressing. Management ensures care staff complete their mandatory training, sending reminders if they fall behind with renewals. Specialist training such as diabetes is offered, and care staff are currently having pressure area care training.

The RI ensures that the service is maintained to a good standard. Their reports record what is spent each quarter on replacing and upgrading equipment, and we saw evidence of ongoing investment in the service. They have also appointed an activities coordinator, which is a new role for the service.

| 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.

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

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| | inspection | |
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