



Inspection Report on

Cartref Ael Y Bryn

**Cartref Ael Y Bryn
Penybanc Road
Ammanford
SA18 3HS**

Date Inspection Completed

30/01/2025

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About Cartref Ael Y Bryn

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Barleybind Ltd
Registered places	49
Language of the service	English
Previous Care Inspectorate Wales inspection	16 January 2024
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 and their representatives are happy with the care and support they receive at Cartref Ael y Bryn. Personal plans are kept up to date and provide care staff with information on care and support needs, and how people would like their care provided. Care records are accurate and up to date but would benefit from being more detailed.

A stable staff team have developed trusting relationships with those they support and they know people well. Care staff are respectful and patient, and we saw positive interactions between people and staff. People are aware of how and who they can contact if they have an issues or concerns. Staff feel supported by management.

The environment is clean and well maintained. There is an ongoing redecorating and maintenance plan in place.

The manager has good oversight of the service. The quality of care six monthly report requires further detail on the monitoring and analysis of the support provided, to ensure there is a clear action plan in place and people receive the best possible outcomes. The manager is keen to continue to make improvements in the quality of care provided.

Well-being

People are respected and their views and wishes are considered by care staff and the management team. We saw staff chatting and interacting with people throughout the day and providing them with choices on their day to day decisions, such as menu choices and how they would like to spend their time. A family member told us they were given a choice of different rooms when their relative moved into the service. Care and support tasks are undertaken with dignity and patience with care staff reassuring people and putting them at ease. A visiting professional said, *"The manager is very good and always considers the best interests of the person"*.

The physical and mental health of individuals is promoted and they are supported to have access to health and social care professionals. A regular visiting health professional told us *"They are very accommodating and will always implement any recommendations"*.

Referrals to external services are made in a timely manner as care staff know people well and notice any changes in their health and care needs. One family member said, *"He's put weight on since being here, he looks really well and eating things he wouldn't eat at home"*.

The importance of maintaining relationships with friends and family is recognised, and there is effective communication between the service and their representatives. A family member said, *"We have a positive open relationship and I trust them implicitly to pass on any information"*. The visiting policy has been reviewed and friends and family members are now able to visit without making an appointment first. They are also welcome to spend time in the lounge areas or the individual's bedroom, in addition to the visiting room.

There are systems in place to keep people as safe as possible. Risk assessments are in place to minimise risk and any restrictions made on people follow the legal process. Staff receive training in the protection of vulnerable adults and know the process to follow if they have any concerns. The building is secure and health and safety checks and processes ensure it is maintained to a safe standard. Visitors are unable to enter the building until their ID has been checked.

Care and Support

Care is provided by care staff who are experienced, qualified and caring in their approach. We saw care staff taking time to reassure people who were displaying signs of confusion and distress due to their diagnosis of dementia. People respond positively to the support provided because they know care staff well, have developed a trusting relationship with them and care staff use strategies that put people at ease. Some staff members have worked at the service for many years and therefore people have continuity of care. One relative told us, *“He lets them do everything he wouldn’t let us do at home, as long as he has the same carers he’s happy”*.

An initial assessment is undertaken by the manager prior to a person moving into the service to ensure their needs can be met. The needs of those already at the service are also considered to ensure there is compatibility and there will be no negative impact on them. Personal plans are in place and detail the support required for each area of care. Care staff are able to easily access this and have up to date information on people’s individual needs. We found that some personal plans lacked detail on people’s social and family histories. The manager advised that this is not always easy to obtain but is addressing the issue as they value its importance when supporting people with memory issues. There are also plans to increase the availability of reminiscence activities within the service. The manager also plans to have more activities generally and to provide a variety according to the needs of individuals. This would improve outcomes for people.

Personal plans and risk assessments are regularly reviewed to ensure the information remains relevant. Improvements have been made in recording the review process and the provider ensures that people and their representatives are involved. Family members told us they are consulted and one relative said, *“There is open communication and they always tell us if there is anything going on with her”*. Daily records would benefit from being more comprehensive as they are mostly repetitive with little detail on how support has been provided to people. We also found some records had not been signed by staff. The manager has agreed to address this with staff.

Medication is stored and administered safely and Medication Administration Records are correct. People have access to health and social care professionals when required and referrals are made in a timely manner. The provider has policies and procedures to manage the risk of infection.

People and their representatives told us they are happy with the care and support provided at Cartref Ael y Bryn. One relative said, *“I wouldn’t want him to be anywhere else, they are head and shoulders above the rest”*.

Environment

Cartref Ael y Bryn offers a warm and homely environment and supports the needs of those living there. Communal areas are spacious and corridors are wide and well lit. The first floor corridors are decorated with different bright colours to aid orientation for people with memory issues to assist them to locate their room. Bedrooms are personalised and people are encouraged to have their personal belongings on display. Some bedrooms would benefit from redecorating and updating some of the soft furnishings and fittings. There is a lift for people who find the stairs a challenge.

A cleaning rota and effective infection control measures ensure the environment is kept clean and hygienic. A family member said, "*It's spotlessly clean*". During our visit domestic staff were cleaning throughout areas of the service. The kitchen has recently been inspected by environmental health and has been awarded a rating of five which is the highest possible rating.

The provider ensures the building and its contents are maintained and remain safe for people living, working and visiting the service. We saw safety certificates for utilities such as gas, water and electricity are in place. There is a fire risk assessment and other fire safety features that include the ongoing maintenance of firefighting equipment and routine servicing of fire alarm and emergency lighting systems. At present individuals do not have a Personal Emergency Evacuation Plan (PEEP) in place. We have discussed this with the manager as it is good practice and would assist safe evacuation of people from the building in the case of an emergency. The manager has assured us a PEEP will be created for individuals. A handy person is employed to undertake general and routine maintenance and tradespersons are used to complete more specialised work.

Leadership and Management

There is a strong and established management team in place. Staff spoken with are very complimentary and appreciative of the supportive and approachable style of management. They feel able to raise any issues and are confident they will be supported with both personal and work related concerns. The nurturing and support of care staff has resulted in a content and stable team, some of whom have worked at the service for many years and have said they *“cannot imagine working anywhere else”*.

Care staff are safely recruited and the required vetting and security checks are undertaken prior to new staff commencing. Staff have an up to date Disclosure and Barring Service (DBS) certificate in place and are registered with Social Care Wales, the workforce regulator. Ongoing training is provided to ensure care staff remain competent and have the skills and knowledge to undertake their role. They also receive one to one supervision with their manager on a regular basis which provides an opportunity to reflect on their performance, to identify areas of strength and areas for training and development. One staff member said, *“We have good feedback, they (manager) tell you the good things you are doing and that makes you feel good”*.

Whilst there is good oversight of the service and improvements planned, the quality of care review report lacks detail and does not show sufficient monitoring, reviewing and analysis of the quality of care provided. More robust systems and audit processes would support the development of quality improvement plans. This would ensure people receive the best possible outcomes.

We looked at some key policies and found them to be up to date with the relevant information. The Statement of Purpose describes the service provided but requires some minor amendments to ensure it is accurate.

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

	inspection	
16	The provider has not been involving the individual and/or their representative in the reviews of personal plans. Two representatives spoken with told us they were not aware of the reviews and had not been involved.	Achieved

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