



## Bryn Ivor Lodge



Bryn Ivor Lodge Care Home, Bryn Ivor Lodge, Newport Road, Cardiff, CF3 2UQ



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[www.barchester.com](http://www.barchester.com)

Date(s) of inspection visit(s):

13/03/2025

## Service Information:

Operated by:	Barchester Healthcare Homes Limited
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:	80
Main language(s):	English
Promotion of Welsh language and culture:	This service anticipates, identifies, and meets the Welsh language and cultural needs of people who use, or may use the service.

## Summary:

People are happy at this service. People receive care they are happy with, by care workers they have good relationships with. There is a wide selection of activities available for people to access if they wish. There are stations around the service for people to make their own drinks if they wish. Care staff are attentive and responsive to people's needs.

The service provides a safe and secure environment. It is well maintained and clean. There are regular checks to ensure the service is well maintained.

Care workers are happy at the service. They are supported by a dedicated management team who strive to provide a positive experience for all residents and care workers. Care workers are supported to develop their own careers, and a number of members of the management team have been supported to progress within the service.

Care workers achievements are celebrated by the 'Hidden Hero's' notice board in the foyer area where people can share a thank you or positive experience about care workers.

## Findings:



### Well-being

People have control over their day-to-day lives. There is a selection of activities people can attend if they wish which are advertised around the service. People are free to move around the service and regularly attend other areas for activities and social gatherings. Within the service there are a selection of spaces available for people and their families to use as they wish.

People's voice is heard by the service. There are regular meetings where people's views and feedback are sought. People can share things they wish to see or do, activities they didn't like, or things they would like to try. Managers, senior managers and the RI also engages with people for their views about the service they receive. A 'You said – we did' notice board is on display in the foyer area of the service showing what actions or changes have happened as a direct result of feedback given by people or relatives.

People's physical and mental well-being is promoted by the service. All people residing at the service have an individualised personal plan. These plans set out physical and emotional needs of each person and how care workers can support people to meet these needs. We have seen evidence of external agencies being contacted to ensure specialist care and interventions are received in a timely manner.

People are kept safe from harm and abuse. The service has a robust safeguarding policy which follows national guidelines. Care workers at the service receive safeguarding training and know what to do in the event of a safeguarding incident.

The service can deliver a service in Welsh to those people who require this. In addition to having care workers able to provide care delivery in Welsh, the service celebrates Welsh culture with events on St David's day, including singing traditional Welsh songs within their sing-along sessions and bi-lingual signage located throughout the service.

The service offers a wide selection of community events. Local community members are invited to attend. There are also a number of local organisations which attend the service regularly including the Church, and a local baby and toddler group for intergenerational activities. The service facilitates trips to local visitor attractions for people. The internally produced 'Daily Sparkle' provides interesting historical news stories as well as puzzles and quizzes.



## Care & Support

All people at the service are supported by very robust and detailed personal plans. These plans share great detail about the person's past, their life history and family as well as capturing their likes preferences and interests. Personal plans also set out how people like to be supported and provide useful information to guide care workers about each person's preferences of care. Personal plans are reviewed monthly, and people and families are invited to review these plans also. The key worker or allocated staff member takes care to review all care delivery on a monthly basis and provide a summary of any issues or trends identified that month. This allows the service to act quickly if there are changes noted in people to ensure they receive the right care quickly. There are risk assessments in place which outline any potential risks to people, but importantly also set out what mitigation can be places to maintain people's independence in a safe way. People are supported to work towards their own well-being goals and care workers support people with this.

There are safe medication practices within the service. All medication rooms are clean and well organised. There are good processes for the safe administration of medication within the service. We saw evidence of best practice in place within the service around storage and labelling of medications.

People we spoke to are happy at the service. They told us care workers are "*Helpful*," and the food is nice. Interactions observed between care workers and people during the inspection were kind and compassionate. Care workers were unrushed when supporting people and were considerate in their responses to people in distress. Call bells are answered promptly, and we observed people asking for help were tended to quickly. The lunch time experience is positive, with care workers keen to ensure people are supported with their meal and offered alternatives if required.

The service has developed their own specialist tools to support people, and we saw these being successfully implemented to support people, especially within the 'memory lane' communities. Cloud boxes used within 'memory lane' communities also share a sense of each person's likes and dislikes and provide a method for orientation and prompts for conversation starters.



## Environment

The service has been purpose built and is maintained to a very high standard. At the entrance there is a Bistro which can be used by people and their visitors where they can enjoy refreshments. Upcoming activities and announcements are displayed for visitors to see what events are planned. Photographs of key staff are on display in the reception area to help people or relatives identify key personnel. Each community within the service is thoughtfully and pleasantly decorated. There are sensory style decorations in situ within the 'memory lane' communities which encourage people to engage with their surroundings. Décor within the 'memory lane' communities is styled to aid people to navigate their way around. Themed and coloured corridors help to orientate people to where they want to go. Corridors in all communities are large and bright. The service is clean, and clutter free.

All bedrooms are large and spacious and offer en-suite facilities. People can personalise their rooms with their own furniture and mementos if they wish. There is a selection of communal spaces for people to access if they choose. In addition to large lounge rooms and dining rooms within each community there are also several smaller areas available where people can choose to go if they want a quieter space to relax. All communal bathrooms are large so any specialist equipment needed to support people's mobility can be easily manoeuvred. There is a cinema room which is used for movie nights and provides another space that can be used for other activities.

Each community has access to outdoor spaces. Communities on the upper floor have access to a safe balcony space, with downstairs communities having their own enclosed garden space. These garden spaces are a mixture of areas laid to lawn as well as flower beds with clear pathways to ensure a safe route to walk around.

All required safety checks are completed and regular maintenance works undertaken when needed. Regular checks to ensure fire safety are completed, and all staff at the service undertake training and complete fire drills to ensure they are familiar with these processes. There are regular housekeeping checks completed to ensure high standards of cleanliness around the service. This is all overseen by the manager of the service. The service has a Food Standard Agency rating of five, meaning people can be assured that food hygienic practices at the service are very good.



## Leadership & Management

There are robust practices in place to ensure care workers are recruited safely. All care workers provide a full employment history, provide at least two references, including one from their last employer. All newly recruited staff are subject to a Disclosure and Barring Service (DBS) check. When new staff start with the service they receive a comprehensive induction. This includes a full programme of training to ensure care workers have the right skills to complete their caring role. There are very good levels of training compliance across the whole service, and good oversight and management of this. Supervision sessions happen regularly and provide an opportunity for all staff at the service to discuss their work and other issues affecting themselves. The manager and deputy manager of the service are also available for more informal discussions if needed. Care workers told us managers at the service are approachable and available if they need support. Care workers are offered opportunities to complete formal qualifications to enhance their personal development. Nearly all care workers are registered with Social Care Wales the workforce regulator. Care workers told us they *“Feel supported,”* by managers and also *“Have good opportunities to progress in their careers.”*

There is very good oversight of the service. The manager leads a daily stand-up meeting which is an opportunity for all areas of the service to ensure any issues are shared with all departments. Regular team meetings take place, so all staff are kept up to date with important information. These meetings are also an opportunity to celebrate successes within the staff team. Resident and relative meetings happen regularly and ensure people can share their views about the service, including activities and food menus at the service. There are robust procedures in place to oversee accidents and incidents. Complaints are also dealt with comprehensively and any lessons that can be learnt are implemented within the service.

The RI visits the service and meets with people at the service. Any feedback from these discussions is noted and any required actions are taken to improve the service. The service is delivered in accordance with the Statement of Purpose and the welcome pack given to people when they move into the service is comprehensive.

## 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.





Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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