



Inspection Report on

Pen y Bryn Care Home

**Pen-y-bryn Care Home
26 Sketty Park Road
Sketty
Swansea
SA2 9AS**

Date Inspection Completed

11/11/2024

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About Pen y Bryn Care Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Care Centres Wales Ltd
Registered places	38
Language of the service	English
Previous Care Inspectorate Wales inspection	12 September 2023
Does this service promote Welsh language and culture	This service is not making a significant effort to promote the use of Welsh language and culture.

Summary

People who have made Pen y Bryn their home are cared for by a team of staff who are motivated in their work and generally feel well supported, valued and suitably trained. People, and their relatives, have a lot of confidence in the service with one reporting “*There is a real community/family feel here, and many of the staff and residents have become my friends*” and a relative told us they are “*absolutely confident*” the individual is in good hands.

There is good oversight of the service with the manager and Responsible Individual (RI) maintaining regular contact and meeting their regulatory responsibilities in respect of quality assurance.

Improvements are needed to the physical environment throughout the service but particularly in respect of the availability of bathrooms. The service is clean and generally comfortable. There has been some investment in the physical environment and more are planned.

Care records, together with the knowledge care workers have of people, helps make sure care is delivered in a person-centred way, but there are opportunities for greater engagement, both individually and in groups. Also, the plan to have a comprehensive document setting out what and who is important to the person will further help to enhance person centred care.

Well-being

The provider takes the steps necessary to make sure people are safe and protected from abuse, harm and neglect. Care workers know what they must do if they suspect a person is at risk and they are confident the manager would deal with any concerns raised appropriately. Care workers have training in safeguarding.

The relationships people have with care workers is good. Interactions are friendly and relaxed, with some good humour which shows a rapport has been built up. Most care workers say they have enough staff on duty and that on the whole, care is not rushed. Care workers know people well. They know what and who is important to them. The plan to have a completed "This is Me" document for as many people as possible will help to make sure care workers can build on these relationships and use the information to plan and inform interactions and engagement.

Improvements to the physical environment will contribute to people's well-being. Whilst the service is clean and generally comfortable, parts are tired and in need of decoration and refurbishment. The refurbishment of the bathroom is a priority.

People can do some things to help keep them healthy. Some people spend time reading and doing puzzles. There are two activities workers, but these are employed on a part time basis. The provider has identified the need for additional resources to enable greater engagement. Care workers do what they can, but more resources would enhance people's well-being.

Visitors receive a warm welcome, meaning people can continue to maintain, as far as possible, relationships with those important to them and also to the local community.

Care and Support

Care plans are comprehensive and are regularly reviewed. There are care plans and risk assessments for a range of areas including mobility, communication, emotional support and finance. Records show people's physical observations, including their weight is monitored at least monthly. Daily notes record people's diet and fluids as well as personal care. However, they do not always provide information about the person's well-being and how they spent their time. Some people have some helpful information about their personal and family background, including what they like and what matters to them. However, this is not available for the majority of people at the service. There are plans to address this and have the information available to assist with person centred care, especially for people living with dementia.

There are some opportunities for people to do things they enjoy. A recent Halloween party was enjoyed by both people and their relatives, who appreciate the efforts made by care workers. Plans are in place for local school children to visit which people are looking forward to. There are some outside entertainers who visit the service and care workers make efforts to entertain and engage with people. While there are some photographs of these activities, there is no record of people's participation and the impact this has on their well-being. During the inspection, some people were engaged in puzzle books and word searches which they enjoy. Some people enjoy the activities while others do not participate, either because of their health needs or because they choose not to. There are two part time activities workers employed but this is only for a short time each week. The quality of care report notes the need for improved provision of activities and opportunities for engagement and state there are plans to recruit a full time worker to this role.

People's physical health needs are met. Daily entries show people's repositioning needs are met in accordance with their care plans. The electronic records system alerts care workers and managers when repositioning is required to minimise the risk of pressure damage. Care workers say they have pressure relieving equipment and cushions and mattresses are used where necessary. One person arrived at the service with some pressure sores and through the efforts of care workers, these are now healed. The provider must ensure that any restrictions placed on people to help maintain their safety are done so lawfully and proportionately.

There is an understanding of the importance of good nutrition. The kitchen has been awarded a score of four from the Food Standards Agency which is a 'Good' rating. The chef has the equipment they need. Meals are mostly made using fresh ingredients and there is little reliance of processed food. The chef is wholly satisfied with the quality of ingredients and food cupboards are well stocked. There is one main meal offered but alternatives can be provided if requested. Special events are celebrated and special diets catered for. One person said their lunch time meal was "*lovely, very tasty*" and a relative said the meal "*smelt absolutely gorgeous*".

Most people eat their meals in the lounge area, with only a few using the dining room. One person said "*it is easier*" to eat their meals in front of a tray in the lounge and another said they think it would be better for them if they did get up and move to the dining room. The provider agreed to assist and encourage people to use the dining room to try and enhance their dining experience further and on the second day of the inspection, more people were using the dining room.

Environment

People live in a service which generally meets their needs. There is a main lounge plus two smaller lounge areas. These are reasonably comfortably.

The dining room has some large window meaning a lot of natural light but there are not blinds of all of the windows. It retains some attractive and original features and there are plans to redecorate this room next year.

Corridors and hallways are free of clutter with some areas spacious enough for people to sit if they choose to do so. The reception area is a popular place for people to spend their time. Standards of cleanliness throughout are good, and there are no malodours other than from the rooms which hold the sluice machines.

Some bedrooms are personalised with items photographs and some soft furnishings and some have ensuite facilities. Some of the ensuites have been refurbished and some bedrooms open onto the garden areas. One person said *"I do like my room, it's small but nice"*.

Overall, the service is in need of redecoration and refurbishment. One bathroom is out of action. The availability of bathrooms was identified as an area in need of improvement at the last inspection and this remains an area where action is expected. Some ceiling tiles are missing and it appears some repairs have been carried out to some of the ceiling area which has not been finished off.

Some carpets have been replaced with vinyl flooring and carpets, but in some areas carpets are worn. In some areas, the vinyl flooring is damaged. The manager said there are plans to replace these and this work needs to be done with some urgency. The improvements needed to the physical environment have been identified by the RI as part of their quality monitoring visits.

A new maintenance worker is in post who has a good understanding of the priorities for the service, recognising that the priority is ensuring a safe and pleasant environment for people. Care workers and relatives recognise the contribution the worker has made in a short period of time, with one describing the worker as *"amazing"*. One bedroom has recently been redecorated and the maintenance worker will work through the remaining work, but the provider should consider if additional resources are needed to support them in this.

There is some outside space and the maintenance worker has spent time cutting down trees to make the space more accessible for people. Raised beds and a polytunnel are planned. Further work is required to enhance the outside environment, both general clearing up and maintenance.

There are some effective processes in place to make sure equipment and services are in good working order. The maintenance worker has records which demonstrate fire safety and water temperature checks are carried out. They also do regular environmental checks, identifying any work that is needed. Urgent general maintenance work is carried out promptly.

Leadership and Management

The RI has good oversight of the service and has regular contact with the manager. The reports written demonstrate they monitor quality within the service and identify where improvements are needed. The Quality of Care report is comprehensive and shows the views of people; their relatives; staff and other professionals are considered. The comments received indicate a high level of satisfaction in the service. A range of audits are completed, including hand hygiene, health & safety and medication. These all show a very high level of compliance.

Care workers are appointed following a safe recruitment process. Staff files contain the necessary information including photographic identification, proof of the right to work and references. At the last inspection, not all workers had valid DBS checks but improvements have been made in this area and all workers now have a valid DBS and the electronic system alerts the manager when renewals are required. Files do not always contain evidence of current registration with the Nursing and Midwifery Council, but a check on their register confirmed nurses employed have revalidated as required. Staff files do contain some old and out of date information but are generally easy to navigate.

There is a focus on training, and care workers have completed training in a range of areas including Safe Moving & Handling, dementia and first aid. Most staff feel they have the training they need to safely and effectively carry out their duties, but some think more face-to-face training would be better than online.

Care workers and nurses find the manager approachable and supportive and feel able to raise any ideas or concerns they have. A range of meetings take place, including ones for care workers, team leaders and nurses. The minutes of these show a range of areas are discussed including rotas, peoples care and support and team working.

The supervision matrix shows most care workers are up to date with supervision, but there are some gaps for night staff. Care workers get feedback on their work to help them with their professional development.

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	
44	The premises do not have a sufficient number of shower/bathing facilities accessible to people. The provider needs to improve the accessible bathing/showering facilities.	Not Achieved
35	The provider has not applied for new Disclosure & Barring Service (DBS) certificates for all staff working at the service, at least three yearly, as required. Staff DBS's need to be current with a suitable system in place to alert the provider to renewal dates.	Achieved

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