



Inspection Report on

Bonymaen House

**City & County Of Swansea
62 Cardigan Crescent
Winch Wen
Swansea
SA1 7DY**

Date Inspection Completed

22/01/2025

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About Bonymaen House

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	City and County of Swansea Adults and Children's Services
Registered places	24
Language of the service	English
Previous Care Inspectorate Wales inspection	[17th July 2023]
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

Bonymaen House is a homely and welcoming service that provides care to adults who require a period of care and support to achieve their reablement needs. The service actively promotes independence and encourages people and their families to be involved in their care. There are up to date personal plans in place which are written in partnership with people and reflect the person's support needs well. The service employs a skilled staff team who are appropriately trained to meet people's needs. The Responsible Individual (RI) and management team have a strong presence in the service and support staff through formal and informal discussion. Staff feel confident in their roles. People can do the things that matter to them. We saw staff contributing to the wellbeing of people through warm and sensitive interactions.

There are plans in place to maintain the service and ensure there is ongoing refurbishment to the property. The grounds are well maintained and provide a pleasant and peaceful area for people to spend time and relax or exercise. There is good governance by the RI which drives improvements and ensures people's needs are met.

Well-being

People have a voice and are treated with dignity and respect. People told us they are fully involved in their care, are supported to write their own personal plans and goals and are involved in reviews of these. People's individual circumstances are considered, and the service actively seeks to accommodate these. 'My Voice' meetings take place monthly, and these offer a forum for people to discuss the service and raise any concerns. Minutes of these are available in different formats.

People's physical, mental health, and emotional wellbeing is consistently promoted. The service works alongside the nursing team who are led by an experienced clinical lead. There is a qualified nurse on duty throughout the day to attend to any nursing needs. The service actively works in partnership with other healthcare professionals such as GP's, occupational therapists, and physiotherapists. We saw records of people being supported to attend healthcare appointments. Specialist equipment is available in the service to promote people's independence, reablement and overall wellbeing. We saw an Inclusive technology station at the service which had a range of equipment and adaptations people could "try before you buy".

People live in a homely and safe environment that promotes their well-being. People told us that they can rest and feel safe and comfortable in their surroundings. They told us "*Staff are fantastic. Food is terrific. My family can visit every day*" and "*staff are marvellous and are helping me become more able*". The management team told us people's needs are assessed prior to moving into the service to ensure their needs can be effectively met. We saw records of these assessments in people's plans. When leaving Bonymaen house people are referred to community-based services. This includes the Community Reablement and Wellbeing team/ 3rd sector and care and support agencies. People can access a safe and pleasant outdoor area unrestricted and can access the community as they please.

People are protected from harm and neglect. Staff receive safeguarding training and those spoken with have good knowledge of their responsibilities and how to report concerns they may have about people they support. There is a safeguarding policy in place which is reviewed as required. People are provided with good information about the service along with a complaints procedure should they need it.

Care and Support

People are supported exceptionally well and in the way they prefer with personal plans and risk assessments that fully reflect their needs. Personal plans are co-produced with the person and their representatives. We saw people and their representatives are consulted with about how they would like to receive care and support. Individual needs and preferences are documented clearly in personal plans. Personal plans are written to a very high standard and clearly inform staff how to provide care and how to best support people to achieve their personal outcomes. People and their representatives told us they are fully involved in the review of their personal plans. Daily care documentation is very thorough and informative.

People receive excellent care and support and with few exceptions are heavily involved in the planning of their care. People receive a service designed in consultation with the person and considers their wishes and aspirations. People's goals regarding their care and re-ablement are discussed and recorded when first receiving the service, and these are reviewed daily. We saw very warm and sensitive interactions between care staff and people. People appeared relaxed in their surroundings whilst being supported to work towards their re-ablement goals. People told us *"staff are great, I'm always treated with dignity and my decisions are respected"* and *"I'm fully involved in my care and I am well looked after"*. A professional told us *"The team are very proactive, encouraging people to be independent and work on their goals"*.

People are empowered to make choices about their health and are supported to access healthcare and other services to maintain their ongoing development and well-being. Staff at Bonymaen House work in collaboration with other healthcare professionals, such as Physiotherapists, Occupational Therapists and Discharge Liaison Nurses to provide a holistic care package to people using the service. This supports people to achieve their reablement goals. Records of these services are recorded in people's personal plans and progress logs maintained. A GP visits the service daily and reviews people's health needs. There are facilities within the service that can effectively aid people to achieve their desired reablement outcomes. For example, there is an area where people can make drinks or snacks for their visitors, and a breakfast station. There is also a gym at the service which people can attend with a physiotherapist to help make progress with their mobility goals. The service also offers innovations such as an "inclusive technology station" which features aids and adaptations that people can try out if they feel they may benefit them.

The service actively promotes the Welsh language. There are bilingual signs throughout the service and Welsh language classes are offered to people who would like to learn or develop their existing language skills. We saw a "Welsh word of the day" displayed in communal areas.

Environment

Care and support is provided in a location and an environment that promotes and enables people to achieve their personal outcomes. We found all areas of the service to be nicely decorated, clean and clutter free. There are communal spaces which are bright and welcoming where people can relax and socialise. We saw a number of bedrooms which overall are nicely decorated, and people can bring their personal belongings to the service if they wish. There is a well-maintained, pleasant, secure and accessible outdoor area which people can access unrestricted. There are areas of the service people can use to achieve their re-ablement goals. This includes a dedicated area with a kitchen people use to make meals and drinks for themselves or their visitors. Adaptations and equipment are available where needed. We saw manual handling equipment is available and regularly maintained and serviced. There are ongoing plans for the continued maintenance of the service along with future refurbishment plans.

The environment is safe, secure and there are robust processes in place to ensure health and safety checks are completed and documented. The service has a secure entry system in place and a visitors' book. This is to ensure the safety of people is maintained and to comply with fire regulations. We saw mandatory fire safety checks take place routinely and certificates for gas, fire detectors, fire extinguishers, electricity and electrical equipment are all up to date. A fire drill had taken place recently and all staff receive fire warden training. Water temperature checks are taken routinely and documented. Personal emergency evacuation plans (PEEP's) are in place for people and they each receive a copy of this. Laundry facilities are kept in a separate locked room and away from food preparation areas. The home has a current food hygiene rating of 5 (very good). We saw appropriate storage and control of substances hazardous to health (COSHH). These were kept in a designated locked area and risk assessed. We saw staff wearing appropriate personal protective equipment (PPE) and they told us there were sufficient supplies of these. Cleaning schedules are in place and completed by a dedicated team of staff.

Leadership and Management

The provider has consistent and strong governance arrangements in place to ensure the smooth operation of the service. There are systems and processes in place to monitor, review and improve the quality of care and support. The RI visits the service regularly and speaks to people, their representatives, staff and other healthcare professionals to gather feedback about the quality of care and support. This is used to monitor existing support arrangements and identify any improvements needed to the service. The management team complete regular audits of the service which ensures high quality care is provided and any shortfalls identified and swiftly addressed. We saw feedback questionnaires on display in communal areas, and people, visitors and staff are encouraged to complete these.

People receive care and support from an experienced and highly competent staff team who have appropriate knowledge and skills. We saw a selection of staff files and saw recruitment processes are safe and robust, with necessary pre-employment checks completed before employment starts. All staff receive an induction which is in line with the All Wales Induction Framework set by Social Care Wales (SCW). Staff receive mandatory and service specific training relevant to their role, with ongoing refresher courses delivered as required. Staff told us they were able to ask for additional training if they felt it was needed. All staff are supported to achieve nationally recognised qualifications such as Qualifications and Credit Framework (QCF).

The service has a very committed staff team who feel supported in their roles. Staff receive regular supervision and appraisal, and team meetings are frequently held. Minutes from team meetings show that conversations are two way and there is an open and honest culture within the team. Staff wellbeing is promoted within the service, and we saw wellbeing discussions taking place within supervision sessions. Additionally, there is a staff wellbeing board on display along with an "open-door" policy from the management team. Staff spoken with told us *"everything about this service is fantastic. I'm unbelievably proud to work here"* and *"best management I've worked with, any queries, anything I want to try, any training I need, they're fully supportive"*.

People and their representatives have access to very good information about the service. People receive a welcome pack which is available in easy to read format and Welsh. A written guide is available to people which provides information about the service, including how to make a complaint if needed.

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	
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