



Inspection Report on

Bryn Celyn Care Home

**Maesteg Park
Maesteg
Bridgend
CF34 9LR**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

04/12/2024

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About Bryn Celyn Care Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Amaya Care Homes (Maesteg) Limited
Registered places	56
Language of the service	English
Previous Care Inspectorate Wales inspection	7 th June 2023
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 relatives are pleased with the standard of care provided at Bryn Celyn Care Home. Care and support is person centred and delivered in a dignified and respectful manner. There is a stable team of care workers who understand people's needs and routines. People's personal plans contain up to date information, highlighting people's outcomes and practical guidance regarding the delivery of care and support. People have good access to health and social care professionals to help maintain their overall well-being. People are complimentary about the positive relationships they have with support workers and the management team. Staff feel well supported and are happy in their roles. A good standard of hygiene and infection control is maintained to reduce risks of cross infection. Care workers can access personal protective equipment (PPE) easily and supplies are evident at the service. The environment and facilities are of a good standard enabling a strong sense of community, and provision of choice as to where to spend time. People receive care and support in a warm, clean and comfortable environment which meets the needs of the people living at the service. The service is well managed with extremely robust systems and processes in place for good oversight of service delivery. The responsible individual (RI) is very visible in the service and six-monthly quality of care reviews are completed looking at ways to further improve the service.

Well-being

People are supported to maintain their health and well-being. Nurses and care workers have positive relationships with people living at the service and have a good understanding of people's care and support needs. They also recognise changes in people's presentation and take appropriate action. The service liaises with health professionals to report any concerns and follows any guidance given. Personal plans detail any interventions needed. Medication is administered in line with the prescriber's recommendations.

People have a voice and are treated with dignity and respect by nurses and care workers who know them well. Staff offer a choice of meals, and the service has a food hygiene rating of five, which is 'very good'. Regular resident meetings take place, whereby people have a say in the running of the home. Equipment such as a call bell system is available, this enables people to get the care they need at the right time. Those we spoke with told us care workers respond quickly when they use the call bell. People have access to various health and social care services. We saw evidence of medical appointments in people's care files. Information regarding how their physical and emotional, mental health and well-being needs are met are also contained within their care files.

There are systems in place helping to safeguard people from harm and abuse. This is because staff know the action they must take if they suspect a person is at risk. They are confident the managers and RI would deal with any concerns appropriately to make sure people are safeguarded. They also receive safeguarding training and have knowledge of the procedure to report any concerns they have. There are current safeguarding and Whistleblowing policies in place. All the people we spoke with told us they felt safe living in Bryn Celyn Care Home, one said "100%".

People's wellbeing is further enhanced by the suitable decor, appropriate furnishings, warm, secure and safe living environment. People can spend time in their own bedrooms or in the home's pleasant communal areas. People's rooms are personalised with their own possessions. Bathroom and toilet facilities are equipped with specialist equipment. There are suitable arrangements in place for the staff team to report any maintenance issues/repairs so these can be addressed. A good standard of hygiene and infection control is being maintained to reduce risks of cross infection with people encouraged to participate in cleaning and household tasks. Support workers can access personal protective equipment (PPE) easily and we saw good supplies available at the service.

Care and Support

People benefit from a good standard of care and support. A person-centred approach to care planning ensures people are central to the care and support they receive. Personal plans and risk assessments are clear and provide staff with information to support and care for people in line with their identified needs. Overall, daily notes show people receive the care they need when required. Personal plans are reviewed and updated to reflect current needs of people using the service. However, work to ensure that people or their advocates are involved in the review of the plans is ongoing. People told us that call bells are responded to quickly. We were told, *"They come quite quickly"*. We spoke with a visiting GP and community nurse, no concerns were raised and the feedback was positive.

We saw that people are given choices at mealtimes through a varied menu. We observed appropriate manual handling taking place with appropriate equipment when people came to the dining room to eat. People are supported to be independent whilst eating their meals if this is their wish. Those that need support to eat are supported in a relaxed and respectful way. The food smelled and looked appetising, and it was well presented. There is a variety of hot and cold drinks available. One person told us *"You get a choice of menus; they try to please you"*. Dietary choices are passed to the kitchen staff and kitchen staff know about specialist dietary requirements of the people that live in the home.

We observed warm and positive interactions between staff and people throughout the time we spent at Bryn Celyn Care Home. Nurses and care workers know the people they support well and are able to anticipate their needs. We observed positive interactions between staff and the people they support and could see there was a genuinely good rapport between them. People we spoke with are happy with the service and are complimentary about the support they receive. Comments included, *"It's excellent"*, *"I can't speak too highly of them"*, *"I feel at home here"* and *"The staff are as good as gold, they spoil me in fact"*. A relative said *"This home is head and shoulders better than others I've seen"*. Activities are on offer for those who wish to participate. We saw a weekly timetable that included a very good range of activities for people to enjoy. We saw documented evidence including photographs and written progress logs of people's involvement in activities. On the day of our inspection people were enjoying a Christmas Elf Day.

Environment

The environment is comfortable, clean, and decorated to a good standard. There are communal areas where people can interact with each other and take part in activities. We observed people in communal areas, they appeared comfortable and relaxed which suggests they are happy with the environment. There is a significant refurbishment programme planned for the café area, communal hallways, lounges and dining rooms. There are sufficient toilet and bathroom facilities throughout the service and there is specialist equipment such as hoists available for those who need it. People's rooms are sufficient in size and are personalised with their belongings. There are domestic and laundry staff at the service daily to ensure good standards of hygiene and cleanliness are maintained. The kitchen has been awarded a score of five by the Food Standards Agency which is the highest possible score and suggests standards of cleanliness and hygiene are very good.

A rolling schedule of servicing and maintenance of facilities and utilities to ensure they remain safe to use and fit for purpose is in place. Fire equipment is regularly checked, and alarms tested by the maintenance person every week. People have their own personal emergency evacuation plans (PEEPs) which are accessible in case of an emergency. The home is secured from unauthorised visitors, and there is a signing in and out book. Areas of the home that may pose a risk to an individual's health and safety, such as the medication room, remain locked.

People's personal care records are stored securely and only available to appropriate staff and healthcare professionals authorised to view them. Support workers have sufficient PPE available to reduce the risk of infection. The service has appropriate infection control measures and visiting procedures in place.

Leadership and Management

People can access high quality information to help them understand the care, support and opportunities available to them. The service has a very strong vision and ethos which is driven by the management team. Its aims, values, and delivery of support are set out in the Statement of Purpose in a transparent way. A written guide is available for people in the service, containing practical information about the home, and the support provided. The service also offers an excellent variety of formal and informal opportunities for people and their representatives, to ask questions and give feedback.

People are supported by a highly motivated, skilled and stable staff team who receive comprehensive support and training. We viewed a number of personnel files and found all of the necessary pre-employment checks have been completed. These include Disclosure and Barring Service checks, employment history and references from previous employers. New employees have access to a structured induction programme aligned to the All-Wales Induction framework. They also get the opportunity to shadow experienced members of the team. Nurse pins are valid which evidence their suitability for practice. Care staff are registered with Social Care Wales (SCW) the work force regulator. The training matrix viewed and feedback from staff evidence staff have access to and have completed suitable training for their roles. Records relating to supervision show staff are receiving the regulatory required levels of formal support. Staff told us *"It's a good place to work, like a community in a community"*, *"I love my job"*, *"I absolutely love it here"* and *"It's a family, friendly atmosphere"*. Staffing levels on the day of our inspection were consistent to what was detailed on the rota.

The service is working towards providing an active offer of the Welsh language. There are currently four Welsh speaking staff and three residents at the service. People's communication needs are considered and we were told about local school children visiting the home to teach people Welsh. We were told the statement of purpose and service user guide are available in the Welsh language on request. We also observed Welsh signage around the home and Welsh words on the notice board. The home is in the process of arranging for the daily menus to be translated into Welsh.

Highly effective and extremely robust governance arrangements and innovative leadership ensure high quality care and support for people. The RI has very high standards and their expectations are made clear. We saw the management team complete weekly and monthly audits and address any actions raised promptly. The RI visits the service regularly and speaks to people, their families, and staff. The feedback is used to inform any required service improvements. Quality of care reviews are conducted within regulatory timeframes and show good oversight and governance.

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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