



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Brigadoon Care Home



Brigadoon Residential Home, 24-26, Bryniau Road, Llandudno, LL30 2EZ



01492877310

Date(s) of inspection visit(s): 15 April
2025.

15/04/2025

Service Information:

Operated by:	Shaivaa Care Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	11
Main language(s):	English
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Brigadoon care home is small, friendly and homely and is well thought of by people and families. People have a voice and can make decisions on how they wish to spend their day. People can personalise their rooms and have choices regarding meals and activities. People say they are happy with the care provided in the home and have good rapport with care staff. Families report they are satisfied with the service received by their relative and feel the home is comfortable and homely. Health care professionals say communication is good from the home and people are referred appropriately and in a timely way for health care assessments.

Work has been completed on the environment ensuring people's comfort and safety. Outside areas have been cleared and the security to the rear of the home has been improved. A new kitchen has been installed and is in good working order. Improvements have been made to facilities such as the wet room, laundry room and storage areas. New fire doors are operational, and restrictors applied to windows to ensure people's safety.

The Responsible Individual (RI) and senior staff are visible in the home and are approachable for people, families and staff. Aspects of the care provided are audited and reported upon to ensure good care standards. Care staff retention is good in the home which provides continuity in care for people.

Findings:



Well-being

Good

People can live healthily and safely with control over their lives. People told us they are happy in the home and have choices on how to spend their day. People enjoy the food and can have choices including when they want snacks and drinks. People's families were happy to speak with us and are positive about the care provided in the home. A person told us, in Welsh, their friend receives good care in the home and all staff have a warm and friendly attitude, "*Mae fy ffrind yn cael gofal da iawn yma. Mae'r staff I gid yn gynheslon*". The warmth of the staff and the homely, family atmosphere in the home was remarked upon by all relatives spoken with and our observations corroborated this view. A person's relative said, "*they're happy*", and praised the communication from the home saying families are alerted of any conditional changes and kept up to date with the person's care and needs. We observed good relationships between people and care staff and met one member of staff who visited people on their day off to sing to them, this proved very popular with people who appreciated their visit. People and relatives told us of activities going on in the home such as baking club and themed activity days, we also saw these recorded in the activities file. Families told us people are supported to go out and about and to visit the local shops. We saw from people's personal plans; people are supported to attend health care appointments and health care professionals are contacted in a timely way should they become unwell.

People are protected from abuse and neglect. Care staff told us they receive safeguarding training and are aware of local procedures to alert authorities if there are concerned about people's care. The manager was able to identify appropriate incidents to refer to the safeguarding team during our inspection visit. Care markers such as medicines management and people's personal plans are audited to ensure people receive safe care.

People live in accommodation that supports their well-being outcomes. We saw the home is clean and homely, the home has spacious communal rooms for people to spend time in should they choose to. People can personalise their rooms with things of importance to them to make them homely. There is a dining area with nicely set tables for people to use, it had cheerful Easter decorations placed there on the day of our visit. We saw some people enjoying time in the lounge watching TV and others conversing in the conservatory area. The service providers have maintained and upgraded the environment; this was commented upon positively by people's families.



Care & Support

Good

People receive the quality of care and support they need to achieve their personal outcomes. We viewed a selection of people's personal plans and saw, where able, they are devised in consultation with the person. Plans contain a pen picture of the individual, their history, preferred routines and people and events of importance to them. Personal plans are reviewed quarterly or as the person's condition dictates to ensure they remain fit for purpose. People are assessed before they are admitted into the home to ensure the service can meet their care needs. Core risk assessments to ensure people's safe care are in place and reviewed regularly. People cannot receive a full service through the medium of Welsh, but some care staff are able to speak certain phrases. People experience continuity of care from a stable care staff group who know their needs well. A person's wife told us their husband could not wait to get out of the hospital and back to the home as, "*the care is so good.*" A person was being reviewed by an Advanced Nurse Specialist from a local GP surgery during our inspection visit. They praised the home saying they called the surgery for a person's review appropriately and in a timely way.

People are protected from harm and abuse. The manager and staff were able to describe local safeguarding protocols and named the chairperson for the group. The home works well with local authorities and Care Inspectorate Wales and reports incidents and accidents appropriately. Care staff receive supervision to ensure they are supported in their role to give good care. Families told us they have a good relationship with care staff and can raise any issues with them.

People's medications are safely managed. We observed medicine administration during our inspection visit and saw practice is good. People receive medications individually and they are only signed for when people take them. Medicines practice is audited to ensure good practice. Medicines are stored appropriately and securely and a record of medicines coming into and out of the home is kept. We saw the Medicine Administration Records (MAR) charts and saw there are no gaps and medicines are signed for appropriately.



Environment

Good

People live in an environment with appropriate and well-maintained facilities and equipment. The home has been maintained and upgraded to ensure people's safety and comfort. Locks have been fitted to outdoor buildings and a new gate and lock fitted to the outside of the home and restrictors to all windows to ensure people and staff safety. The wet room and laundry room have been cleared and upgraded. A new kitchen has been fitted and is operational and staff told us it is easier to cook in and keep it clean. Outside areas have been cleared and are tidy. Fire doors to people's rooms are in good working order. Care staff receive fire training in evacuation procedures. Fire alarms and equipment are tested weekly to ensure they are in good working order. Health and safety has improved in the home with the renovations and maintenance put in place. People can personalise their rooms and have a choice of communal areas to spend the day in. We saw that insurance is up to date for the building. The laundry room and outside storage areas have been cleared and upgraded and a process for separating clean and dirty laundry is in place and is compliant to regulations.



Leadership & Management

Good

People are supported to achieve their outcomes because the service provider has effective organisational arrangements, governance, and oversight to ensure smooth operations and high-quality care. We saw this is a small and homely service with the RI and manager available to care staff, family and people daily. The service is audited to ensure quality care. The RI reports on the quality standards of the service. The Statement of Purpose describes the services offered to people and is available for people and families. Care staff say they feel supported by the RI and say they are approachable.

People are supported by staff with the necessary skills and experience. We reviewed a selection of care staff files and found the necessary employment checks are in place to ensure care staff are appropriate to work with vulnerable adults. We saw care staff receive training and supervision to help them in their role. Care staff said they feel well supported by senior staff and say they are approachable and listen to their views. The care staff work rota demonstrates continuity of care and staff retention is good.

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.

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