



Inspection Report on

Ceiriosen Bren

Llandysul

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

02/01/2025

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About Ceiriosen Bren

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	M&D Care Operations Ltd
Registered places	4
Language of the service	Both
Previous Care Inspectorate Wales inspection	[Manual Insert]
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

People are very happy with the excellent person-centred service they receive. They are supported by a friendly and professional staff team, who they have built up positive relationships with. The service is well led by the new manager.

The environment is spacious, homely and comfortable, with well-maintained communal rooms for people to relax and interact with each other. The accessible gardens are well used in the warmer weather.

The provider has good oversight of the service and the Responsible Individual (RI) regularly visits the home. They are supported by an area manager who is well known and respected by people who live and work at the service. Information from Regulation 73 visits and internal audits is used to inform their six-monthly quality of care review.

Well-being

People receive extremely effective person centered care and support. People's individual circumstances are considered and this information is recorded in detail, in their personal plans. People remain as healthy as possible because the manager involves health and social care professionals. People are supported to do things that matter to them such as maintaining relationships with family and friends, accessing the community and taking part in a variety of meaningful activities. Interactions between people and their support workers are encouraging and staff enable people to be as independent as possible. People live in a service that does not offer an 'Active Offer' of the Welsh language but utilises a variety of accessible communication tools.

People are protected because recruitment processes and training ensure they get the right care and support. People and staff have confidence in the managers and are happy to use their open-door policy. Support workers receive an effective induction and ongoing development and register with Social Care Wales. Staff protect people from abuse and neglect and are fully aware of their responsibilities to raise concerns. People know how to make a complaint if needed.

The building is homely and people personalise their own rooms as they choose. People use the many different spaces available to do things they enjoy, for example watching TV, playing pool, gaming, doing activities or spending quiet time alone. Gardens are accessible and well used in the warmer weather, so that people can do things that matter to them.

People have a voice and input into the running of the service because they are involved in quality assurance. Governance processes focus on developing the service by using information from surveys and audits. The Quality of Care Review identifies areas to improve following consultation with people who live and work at the home.

Care and Support

People are very happy with the excellent care and support they receive. We saw many positive and friendly interactions between people who live and work at the home. The highly professional team of support workers respect people's individuality and work with them in line with their needs and goals. Support workers are positive about the people they support and encourage them to work towards and exceed their own individual outcomes.

People, support workers and professionals are involved in developing and maintaining highly effective personal plans. Key workers review plans every month with people to ensure information is accurate, up to date and focuses on what each individual wants to achieve. People set their own goals and receive high quality support to achieve them. Risk assessments help to keep people safe, while focusing on each individual's strengths and what they can already do for themselves. Daily notes record the care and support completed and an account from the perspective of the person. Descriptions of what people do as activities are recorded in detail and give a clear account of what people did for themselves and if any support was required.

People have highly personalised activities programmes that help them work towards their own goals. People enjoy doing activities at home, accessing their local community, going to social clubs and restaurants. Advice from health and social care professionals is incorporated into activities and we were told about significant accomplishments people have made and the positive impact they have had on individuals' health and well-being.

The team work together to ensure there are adequate numbers of support workers in place to meet people's specific and individual needs. People access the community on a one-to-one basis with their support workers and we observed many skilful, sensitive and unrushed interactions throughout the inspection.

Medication is well managed and in line with national guidance. The service ensures people get the right medication at the right time, with clear guidance in place as to when ad-hoc medication can be offered. Medication records are accurately completed, storage arrangements are safe and the overall administration of medication is effective.

Environment

The environment is homely and spacious, with a variety of different spaces to meet people's needs. People enjoy spending time in the communal areas interacting with each other and the staff team. People also spend quiet time in one of the different living spaces. People personalise their rooms with their own choice of décor, furnishings, pictures, furniture and technology. Inclusive communication tools encourage people to plan their own day and maintain their independence. People move around the home freely; they know and respect each other's preferences and choices around who uses which space. The grounds are accessible and people enjoy using them in the warmer weather.

The provider has a planned upgrade programme to ensure the home is well maintained and meets people's needs. They have replaced two bathrooms and are planning to decorate an individual's room in the near future. Any maintenance issues with the environment are acted upon quickly and repairs are completed promptly.

Regular Health and Safety audits of the property are completed by the manager. Testing of fire safety equipment is up-to-date and the provider has replaced several fire doors to ensure they are compliant with the fire regulations. Personal Evacuation Plans are individualised and available in emergencies.

The kitchen has a food hygiene rating of five. People are supported to plan their menus and enjoy freshly prepared food, take aways and eating out. Systems are in place that support people to do their own laundry, cleaning and general maintenance in their home.

Leadership and Management

The provider has effective arrangements in place for monitoring, reviewing and improving the quality of the service. The RI visits the service regularly and completes visit reports, where they sample documentation, include feedback from people, support workers and any actions needed to improve quality. The service is well supported by an Area Manager and a team of senior quality staff, who complete regular audits. We saw positive feedback from people, staff and representatives in surveys, this information is used in the six-monthly Quality of Care Review.

The new manager is well known by people, understands their needs and works directly with them on a day-to-day basis. Support workers told us the manager is accessible and very supportive. There is an emphasis on effective communication at the service and support workers regularly discuss people's needs and celebrate their successes. We observed a detailed hand over when support workers changed over to ensure people receive a consistent level of support. Discussions with staff, demonstrate a strong understanding around safeguarding, policies and procedures are up to date and in place to support good practice.

The required pre-employment checks take place before new staff start work. Support workers register with the workforce regulator Social Care Wales. New staff receive a comprehensive induction and shadow an experienced member of the team to help them get to know people and understand their role. Support workers receive regular supervision that focuses on the needs of the people who live at the service. Ongoing development is a combination of E:Learning and face to face training that enables support workers to effectively meet people's needs.

The staff team work together to ensure the care and support offered is consistently of a high quality to meet people's needs. Experienced and professional support workers have built up very good relationships with people, they understand their specific, individual choices and goals.

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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