



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru
Care and Social Services Inspectorate Wales

Inspection Report on

17 Pen y Bryn

Llan Ffestiniog

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Description of the service

17 Pen y Bryn is registered with the Care and Social Services Inspectorate Wales to provide care and accommodation for 3 adults with a learning disability.

Mr and Mrs Ayres are the registered providers. Mrs Ayres is the registered manager and is registered with the Care Council for Wales.

17 Pen y Bryn is located on the main street of Llan Ffestiniog within close proximity to all local amenities. Accommodation is provided in three single bedrooms.

The registered persons do not intend to offer a placement to any new people in the future. There are two people currently living at the home.

Summary of our findings

1. Overall assessment

Overall, the quality of care and support provided at 17Pen y Bryn is consistent. The registered persons provide a stable and family environment for people living in the home. People are happy and have opportunities to take part in activities that they are interested in. People looked well and told us they liked living at the home.

2. Improvements

There were no non compliance notices or recommendations made following the last inspection.

3. Requirements and recommendations

Section five of this report sets out the recommendations to improve the service which relate to the renewal of the managers Disclosure and Barring Service (DBS) check. There are no non compliance notices from this inspection.

1. Well-being

Summary

We found that people had a sense of belonging at the home and are treated as part of the extended family of the registered persons. People's right to speak Welsh is respected.

Our findings

People are encouraged to keep fit and well. People remain healthy because their needs are anticipated and they are enabled to have access to specialist or medical support. The manager told us that each person continues to attend annual health checks at the local GP practice in Blaenau Ffestiniog. The manager told us that regular appointments are made for dental and ophthalmology check ups. How do you know this – did you see evidence One person is being regularly reviewed by the optician as the manager is concerned about the deterioration in their vision. This demonstrates that people living at the home are supported to remain healthy.

People experience warmth and belonging. People using the service develop relationships and feel recognised and valued by others. People using the service are treated as extended family members of the registered persons. People told us about forthcoming social events and how they were looking forward to a weekend visit by the registered persons children and grandchildren. One person told us how they were looking forward to playing with the young children and had made a gift for one child whilst in his work placement. They also told us how they enjoy sitting watching television on an evening whilst sharing a chair with the family dog. This evidenced that people are included as part of the registered persons family gatherings.

People are encouraged and supported to make choices and decisions. People using the service feel listened to and valued. People can decide when to get up and what to do during the day, for example each person attends craft/gardening workshops of their choice. One person enjoys gardening and assisting around the home with general household tasks and they told us that they continued to enjoy living at 17 Pen y Bryn. Whilst one chooses to stay in their room for periods of time, the other person likes to socialise in the communal areas. Birthday celebrations are arranged in line with their own personal preferences. People told us about their recent holidays and how they were looking forward to going to the local social evenings at a nearby hotel. Although people can independently access the social events one person prefers the manager to accompany them, this is respected. One person enjoys walking and is confident in going out independently. This demonstrates that people do things that matter to them.

2. Care and Support

Summary

People are supported in a warm and friendly manner. The registered persons are aware of the individual needs of people and treat them with respect and kindness.

Our findings

Overall we found that people using the service are treated with respect and dignity and their views are regularly sought. People can be confident that they will receive a good standard of individualised care which is appropriate to their needs.

People are able to access opportunities to learn, follow interests and develop skills. We heard how people continue to attend community day activities in the village and Blaenau Ffestiniog. One person has an interest in animal welfare and enjoys assisting with the care of the family pet dog. It was evident that a strong bond exists between the person and family pet. Both persons are independent and are able to access the local community without support. To ensure their safety people are requested to return to the home at agreed times. This evidence shows that people's potential and independence is maximised.

People receive timely, appropriate person centred care. The manager has produced care plans for each person which are specific to the individual. People go on short holidays away from the home twice a year and the manager ensures that the care plans are updated prior to each holiday. People have reviews and updated care plans which are communicated to relevant people involved in their care/lives. This demonstrates that people receive the right care and support, at the right time in the way they want it.

People can have the opportunity to speak Welsh, however their choice to speak English is respected. The manager's first language is English, however she is able to converse in Welsh on a basic communication level. Family members are fluent Welsh speaking and there are opportunities for people to converse in Welsh whilst on work opportunities and social events. The manager is looking towards employing a support worker to accompany one person on social activities. The person is fluent in Welsh and knows the person whose first language is Welsh. This demonstrated that people can receive a service in Welsh.

3. Environment

Summary

Overall, 17 Pen y Bryn provides a homely, well maintained home that contributes to people's well being. The environment provides an opportunity for people to be part of the extended family of the registered persons. The property is domestic in character and has been converted to provide a six bedroom house with two bathrooms. There is nothing to distinguish the home from other properties in the area.

Our findings

People live in an environment which is warm, comfortable and homely which would positively contribute to their sense of wellbeing. We saw that people were able to do things for themselves because the layout and facilities promote independence. We were told by the manager that one person is able to access the new shower unit with more independence. People were seen accessing all areas of the home with one person seen independently using the facilities of the kitchen to make a drink for themselves.

People are considered part of the registered person's extended family, they can choose to spend their time at the home in the privacy of their own bedroom or can sit in the lounge with the registered persons. One person told us that it was their choice not to replace one chair in the lounge as it is large enough to share with the family "pet dog" during the evenings whilst watching television.

The premises and equipment are kept in good condition. The manager has a redecoration and refurbishment programme and any maintenance issues are dealt with. Recent major work has been undertaken to the dining area. On the day of the visit a local business man was scheduled to visit to discuss further energy saving options for the home.

We were told by the manager that the home complies with the fire safety legislation following a recent visit by an officer of the North Wales Fire Service who provided new fire alarm detectors.

This evidence shows that people live in a home which meets their needs and supports them to achieve a sense of well being.

4. Leadership and Management

Summary

Pen y Bryn is a family run business with no staff employed. A family friend assists as and when required to enable the registered persons to attend private appointments.

Our findings

The manager demonstrated her awareness of her continual personal development. She is registered with the Care Council for Wales and attends training relevant to her day to day management of the home. Recent training attended includes health and safety and infection control and a two day training event on enablement.

The registered providers communicate their vision for the setting and collaborate with others to achieve positive outcomes for people. People are clear about what the service provides. Through discussions with the manager and observations of practice during this and previous inspections we found evidence of good quality of care, however due to personal issues during the past twelve months the manager has not conducted an annual review and quality assurance report. We saw that support is provided in a timely manner where individual choice is respected.

The registered manager ensures that people experience enhanced well being because their needs are understood and catered for. Both people have lived at the home for 20 and 27 years respectively and are considered part of the extended family member of the registered persons. People told us how they looked forward to the registered person's family visiting and going on social activities together. People spoke with affection for the manager and her family. In addition to people having short holidays away from the service, the manager arranges and take people on annual holidays. People told us they enjoyed the recent holiday in Stratford where they met up with members of the provider's family. This demonstrates that people know the opportunities available to them.

The registered manager has systems in place to ensure that people are safe and protected from abuse, neglect and exploitation. The registered persons have systems in place for the protection of people using the service, including their health and welfare. A detailed care plan for each individual has been prepared for implementation when the people go on planned holidays away from the service or if emergency support was required. The manager was reminded of the need to ensure that people she employs to support people on social activities should have a Disclosure and Barring Service (DBS) check. The family friend who offers support has her DBS renewed every three years. The manager should also ensure that her DBS is renewed as a matter of urgency. Overall the evidence demonstrated that people are protected from abuse and exploitation.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

There were no non compliance notices as a result of the last inspection.

5.2 Areas of non compliance identified at this inspection

There are no non compliance notices as a result of this inspection.

5.3 Recommendations for improvement

The following are areas of improvement to promote positive outcomes for people:

The registered manager is reminded of the need to renew their DBS with CSSIW as a matter of urgency. This will ensure that people are supported in a safe environment.

6. How we undertook this inspection

We undertook this inspection as part of our annual inspection programme. We made an unannounced visit to the home on 15 November 2016 between 1:50 p.m. and 4:50 p.m.

The following methods were used:

- We spoke with the two people living at the home when they returned from their day activities.
- We had discussions with the registered manager.

Further information about what we do can be found on our website www.cssiw.org.uk

About the service

Type of care provided	Adult Care Home - Younger
Registered Person(s)	David Ayres Emma Ayres
Registered Manager(s)	Emma Ayres
Registered maximum number of places	3
Date of previous CSSIW inspection	11/02/2016
Dates of this Inspection visit(s)	15/11/2016
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	The manager is working towards providing the "active offer" in relation to the Welsh language.
Additional Information: The registered persons do not intend to accept any new referrals for a service in the future.	