



Inspection Report on

Brwynog Residential Care Home

**Madyn Road
Amlwch
LL68 9DH**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

31/01/2024

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About Brwynog Residential Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Isle of Anglesey County Council Adults and Children's Services
Registered places	29
Language of the service	Both
Previous Care Inspectorate Wales inspection	11 September 2019
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

People living at the service are happy. They get on with the people they live with and have positive relationships with the care workers who support them. Each person is respected as an individual with their own unique life experiences and with their own specific care needs. People are involved in decisions relating to how they wish to be supported and their views are recorded in their personal plans. Support is provided to stay healthy, and to be as well as possible.

The environment is suitable and supports people to achieve their outcomes. There are several different communal areas available, which people can choose to spend their time in the company of others. People's own rooms are comfortable and homely. Accessible and furnished outside space is provided. Overall health and safety are promoted at the service; however, the main entrance requires attention to ensure it keeps people safe.

There are good leadership and management arrangements in place. Staffing levels are appropriate and care workers enjoy their roles. Relevant training and support are provided. Regular quality assurance checks take place to ensure the service is running as it should be and to monitor people's ongoing satisfaction with the service provided.

Well-being

People are happy living at the home. Feedback we received from people include “*Dim byd yn ormod o drafferth i nhw – nothing is too much trouble for them*”; “*Dwi mond gorfod hanner gofyn a mae nhw wedi neud o – I only need to half ask for something and they’ve done it*”. We observed care workers speak with people in a respectful and kind manner. People told us they had positive relationships with the care workers and with the people they live with; “*Wedi setlo yma – I’ve settled here*”; “*Edrych ar ol ni yn dda – Look after us well*”.

People’s rights are protected. Opportunities are provided to ensure people can take control over their day to day lives. Choices are available in relation to people’s daily routines, such as the time they choose to get up and the time they wish to go to sleep. People decide how to spend their day and if they want to participate in activities. There are choices available in relation to meals, and where people want to have their meals. Efforts are made to involve people in creating their personal plans and in reviewing these documents. Care workers told us they get to know “*the little things that are important to each individual person*” so the care they receive is the best it can be. Regular discussions take place with people to check they are happy with the service they receive. People confirm they feel able to raise any issues they may have, and they feel listened to.

The support provided meets people’s physical and emotional well-being needs. People’s health conditions are known before they move into the home, and they are recorded within people’s personal plans. Arrangements are made for people to see health and social care professionals when changes occur in their health or care needs, and families are kept informed. A visiting health professional confirmed care workers are proactive in reporting appropriate matters to them. The Responsible Individual (RI) visits the service regularly to monitor the quality of care provided and to ensure people’s needs are being met.

People are protected from harm and abuse. There are measures in place at every level of the service to ensure any safeguarding concerns are reported to the local authority. Care workers receive safeguarding training and are confident what their responsibilities are in relation to protecting people from abuse.

The environment is clean, warm, and well maintained. People’s own rooms are comfortable and have a homely feel. Health and safety checks are completed regularly. However, the security arrangements at the main entrance requires improvements to be made.

Care and Support

Efforts are made to understand people's care and support needs before they move into the service. Assessments completed by professionals are obtained to ensure the service can meet each person's needs. The manager and senior staff also meet people and their relatives to discuss their needs and explain what the service can provide. This means the manager can be sure the service is able to support people to meet their individual outcomes.

People are involved in discussions regarding how they wish to be supported. We saw personal plans record people's views about the assistance they require from care workers, to meet their needs and achieve their personal outcomes. People told us they are very happy with the care they receive, and they confirmed their individual preferences are always respected by staff. Personal plans are regularly reviewed with people and are updated following any changes. Care workers told us they always have access to current written information regarding people's care and support needs. This facilitates consistency in the support people receive. Known risks to people's safety are recorded, as are the measures in place to manage and reduce the risk of harm.

Support is provided to enable people to be healthy. Health and social care professionals are appropriately contacted for advice when any changes occur. The guidance provided is recorded and followed to ensure people receive the correct support. A visiting health professional told us care workers are pro-active in reporting matters to them and they are keen to support people the best they can. Food menus show people are offered a varied diet which supports them to be healthy. People's weights are monitored regularly, and specialist diets are provided when required.

Arrangements are in place to protect people from abuse and neglect. There is a safeguarding policy in place and care workers are provided with relevant training. Care workers are confident in the action they should take if they have any concerns regarding people's welfare. The manager reports safeguarding matters appropriately to the local authority and outcomes are recorded. There are robust systems in place to ensure people can keep their personal money safe in the home.

Language is recognised as an important part of people's identity. Each person's preferred language is known before they move into the service and recorded in care documents. All care workers, the management team and the RI can speak Welsh. This means support can be provided in people's preferred language, be it Welsh or English.

Environment

Support is provided within a warm, clean, and homely environment. There are three spacious communal lounges where people can choose to spend time with others. A quieter lounge is also available for people who prefer to spend time in a smaller group. A dining room is available where people can choose to have their meals in the company of others if they want to. There is a conservatory room which has level access to a patio area in the garden. Seating areas are available in the garden for people to sit outside when the weather permits. Communal areas are decorated with framed artworks of the local area which brings the local community into the home.

People's own rooms are personalised which enable people to feel comfortable and at home. We saw people had photos of their families and their own mementoes of importance in their rooms. This creates a homely feel within people's personal space.

The home is clean and overall is well maintained. Ongoing redecoration takes place and maintenance work is completed when required. This ensures the home feels fresh and well cared for.

Health and safety risks within the home are not always appropriately managed. At the last inspection we recommended the provider review the security arrangements in place to ensure the care home is secure from unauthorised access. At this inspection we saw there are signs at the front door requesting visitors use the doorbell before entering the home. However, this door is unlocked at times, which means visitors can walk into the home, without needing staff's permission. We discussed this with the manager and the RI, and they told us they were considering security options for the entrance, which did not affect the freedom of people who use the service. The arrangement currently in place does not adequately protect people who use the service. This is an area for improvement, and we expect the provider to take action.

Leadership and Management

Structured arrangements are in place to ensure care workers are safely recruited. Records show suitability checks are completed before new staff come to work at the service. Care workers complete shadow shifts as part of their induction period and are provided with relevant training. Records show some care workers have not completed refresher courses; the manager assured us this matter is being addressed. Staffing levels are sufficient and care workers told us they work well as a team. They feel supported by the manager. The manager provides strong leadership and adapts well when several unexpected incidents occur at the same time. We saw the manager confidently prioritising several demands in an effective way, to ensure people receive the assistance they need.

People can access information regarding the service provided. The provider's statement of purpose document accurately describes the care and support it can deliver and how this is done. The service user guide provides further, relevant information regarding the service people can expect to receive. This information assists people to make an informed decision if the service is right for them. Information regarding how to raise a complaint is included within the guide, and people told us they feel able to raise any issues they need to with the senior staff and the manager.

Arrangements are in place to regularly monitor the quality of the service provided. The RI visits the service regularly and gathers feedback from people living at the care home about the service they receive. They also speak with people's relatives and care workers as part of their visits. The RI records feedback and actions taken in response to information gathered. This shows the RI is proactive in driving the development of the service. Formal quality of care reviews occur every six months, and people and their representatives are involved in the process. The review focuses on measuring how well the service is enabling people to achieve their outcomes and reflects on what the service does well. It also considers which areas of the service can be improved and how this can be achieved.

The service provider has good oversight of financial arrangements and investment in the service so that it is financially sustainable. We saw there is continual investment in maintaining the building and in staff development, to ensure the service provided meets people's needs.

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. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status
44	The security arrangements in place at the main entrance to the home are not effectively preventing unauthorised access.	New

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