



Inspection Report on

Cartref Bryn yr Eglwys

**Pentrefoelas
Betws-y-coed
LL24 0HY**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

26/09/2023

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About Cartref Bryn yr Eglwys

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	NANT-Y-FOEL CYFYNGEDIG
Registered places	30
Language of the service	Both
Previous Care Inspectorate Wales inspection	28/11/2019
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

The Responsible Individual (RI) who is also the registered manager has oversight of the service. Staff are recruited in a way that promotes positive outcomes for people. Staff have access to training and feel supported by the management team. People are cared for by staff who treat them with dignity and respect. There are regular opportunities for people to participate in both individual and group activities, and people have things to look forward to. People's language preferences are considered and respected.

Care is delivered by an enthusiastic and familiar staff team who want to make a positive difference to people's lives. Care documentation reflects the person being cared for. People have access to timely support from health and social care professional services. People's life history is explored and valued by staff.

The home is nearing the end of being refurbished and offers comfortable, bright and modern facilities to people who live here. The home is clean and tidy with good infection prevention and health and safety measures in place.

Well-being

People have control of their day-to-day life and are encouraged by care staff to make choices and remain as independent as possible. There are opportunities for people to be stimulated and active or have things to look forward to. People receive a service through the medium of Welsh. There is a menu choice and alternatives are available, meals, desserts and cakes are freshly prepared, using locally sourced produce. People have the choice of where to spend their days in the privacy of their bedroom or one of the lounges.

People receive good quality care and support, their physical, mental, and emotional well-being is looked after by trained care staff. A variety of activities are provided to ensure people can do things that matter to them. We saw care staff providing care and support in a kind and caring way. Care staff are friendly and welcoming towards people, and there is a relaxed atmosphere in the home. Personal plans are developed with the person and their relatives so that specific aspirations and preferences are captured accurately.

People live in a home which is welcoming, homely, and safe. We found the registered individual has made positive financial investments to improve the home. The service is warm, clean, and homely. All areas of the home are clear of trip hazards so that people could safely walk around. Equipment is regularly serviced and maintained to ensure safety. Rooms are personalised with each person's own belongings, pictures, photos, and other items they enjoy.

People are safe and protected from harm. Management is approachable and regularly visit the home and have good oversight of the service. People and staff know how to raise any concerns if they arise. Staff recruitment processes are robust, safe and all the required checks are in place prior to employment being offered. There is a safeguarding policy in place and staff complete training in relation to safeguarding adults at risk. Care staff receive a range of mandatory and specialist training relevant to the needs of the people they care for. People who were unable to make their own decisions regarding care and where to live are subject to Deprivation of Liberty Safeguards (DoLS). There are safe staffing levels to ensure people receive timely support from care staff.

Care and Support

People receive appropriate person-centred care and can feel confident there is an accurate up-to-date plan of how their care and support will be provided. A range of information is considered prior to admission. Personal plans are detailed, person centred and detail individual needs and preferences. Regular reviews are completed to ensure plans and risk assessments are up to date and accurate. Daily records and monitoring charts show people receive the right level of care at the right time. Staff liaise appropriately with health and social care professionals for advice and timely referrals are made with the occupational therapist, dietician, and general practitioner. Systems are in place to ensure medicines are managed safely.

People's physical, emotional, and mental health is promoted. People can voice their opinions on matters such as food menus and activities and can be assured management will make any improvements. People have opportunities to engage in arranged activities by care staff. There is one large interactive tablet which can be wheeled to any resident in any room so people can enjoy relaxation music, watch archive News footage, and look at old photographs. People can also use it to join in karaoke, bingo, quizzes, and jigsaws and one iPad for residents to use. The deputy manager stated it had been invaluable during the Pandemic and helped residents communicate with their families and loved ones. Other activities include crosswords, singing and gardening.

People are treated with compassion and kindness. The atmosphere is homely, relaxed, and calm. Staff are located in all areas of the home which enabled them to respond to people's needs and requests quickly. We saw kind respectful interactions between staff and the people they were supporting and heard people laughing and enjoying humorous exchanges with staff. People spoke highly about the staff who support them, they also said they had no concerns or complaints.

People can receive a service in Welsh in the home. We heard staff converse with people and with each other in Welsh. A monthly newsletter is available in English and Welsh and there is bi-lingual signage throughout the service.

Environment

People feel valued by an environment which helps to reinforce a sense of identity and personal worth. The home has recently undergone extensive renovation and decoration, with very few rooms left to renovate. New furniture and flooring throughout has been purchased. An impressive spacious, ten bed extension has been completed and each room has magnificent views over the countryside where people can enjoy watching the local wildlife such as birds and squirrels. The home is decorated in neutral colours, and people can bring personal belongings such as small items of furniture, photos, and ornaments. People told us they are happy and comfortable with their rooms and felt that they had privacy there. The dining room and communal lounges contain ample, comfortable seating and provided space for people to socialise or welcome visitors. People were observed to be comfortable, sitting together, chatting, and enjoying their meals and activities together.

The systems and processes in place to identify and deal with risks to people's health and safety are good. The home is secure, the front door was locked, and visitors must sign in and out. We were asked for our identification and to sign the visitor's book in line with fire safety procedures. Other fire safety measures taken, include training of staff, regular drills, and equipment checks. A recent Fire Authority inspection did not identify any concerns. Records seen evidence regular checks and servicing is carried out on electrical installations, gas appliances and water temperatures. The Food Standards Agency inspected the service in February 2023 and the provider was awarded a rating of five which means the standards in the kitchen are good.

The service promotes a good standard of hygiene. There is a robust infection control policy and staff have received training in Infection, Prevent and Control. Regular hand hygiene audits are carried out and there is a good stock of Personal Protective Equipment (PPE). The home employs cleaning staff and all areas of the home are airy and clean and people living in the home told us they are happy with the level of cleanliness in the home. Records confirm staff are required to complete training in relation to food safety and infection control. The RI and clinical lead nurse assesses the cleanliness of the environment, and any actions required are promptly addressed.

Leadership and Management

The service provider has good arrangements in place to support the smooth running of the service. The RI who is also the registered manager is based in the service. The RI produces reports about the home's performance following their three-monthly formal visits. The service has an up-to-date statement of purpose that outlines its aims and objectives and explains how these will be achieved. Systems to monitor and review the quality of the service provided includes asking people who receive support, their representatives and care staff for their views. People and staff praised and complimented the management team and stated they felt there is a good level of support and management are approachable and open to any suggestions.

There are good arrangements in place to recruit, train and support staff. Staff receive a range of training, as outlined in the service's statement of purpose. Care staff told us they enjoy their jobs and find their role rewarding and have opportunities to develop their skills. Staff told us they love working in the home, feel supported and they receive regular supervision and training. We saw training and supervision records confirmed what staff told us. Records seen show staff undergo the required pre-employment checks, including a criminal check via the Disclosure and Barring Service (DBS). Care staff told us they feel part of a good team with an appropriate mix of skills and experience.

The service provider has good financial oversight of the service. A new extension has recently been completed and the service is undergoing significant refurbishment. There is ample good quality fresh food produce and there enough staff on duty to meet peoples care needs. People and staff told they have everything they need and anything they request is actioned.

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

N/A	No non-compliance of this type was identified at this inspection	N/A
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Date Published 02/11/2023