



Inspection Report on

Brynsiriol Care Home

**259/261 Neath Road
Briton Ferry
Neath
SA11 2SL**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

12/05/2023

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About Brynsiriol Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Bravemore Limited
Registered places	20
Language of the service	English
Previous Care Inspectorate Wales inspection	09 April 2021
Does this service provide the Welsh Language active offer?	The 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

Brynsiriol Care Home has a vibrant, welcoming atmosphere. People are comfortable in their surroundings, which are clean and well-maintained. Private and communal rooms are homely and suitably furnished. The responsible individual (RI) manages the service with the support of an assistant manager. Managers are committed to providing the best possible care to enhance people's well-being; an ethos shared by the whole staff team.

People have meaningful interactions with others and do things they enjoy. Care workers treat people with kindness and compassion, actively promoting their health, safety and independence. Care workers have the knowledge and skills to meet people's needs. They are appropriately recruited and supported. Managers monitor practice closely and make changes to improve people's experiences.

Well-being

The service promotes people's health and well-being. People enjoy a good social life. They are supported to maintain important relationships and build new friendships. People have opportunities to enjoy activities both inside and outside the home. Care workers provide timely care and support. They ensure people receive their prescribed medicines and benefit from medical and specialist input. People spoke highly about their experiences:

- *"I'm very happy, got nothing to moan about! I have cooked meals and there's a church around the corner. What more could I want?"*
- *"I've been very impressed. When I leave, I'll miss them. They're brilliant!"*
- *"They're a marvellous group. It's wonderful what they do for everyone."*

People's rights are upheld. Care workers treat people with dignity and respect and encourage them to make daily choices. People can personalise their bedrooms as they wish. Their social backgrounds and care preferences are outlined within personal plans. Care workers understand what is important to people. They help people regain and maintain their independence. Managers regularly seek people's views about the service.

There are measures in place to help keep people safe. Alarm systems enable people to request assistance and move around with the necessary support. Staff are clear about safeguarding and whistleblowing procedures. They identify and reduce risks to people's safety, as far as possible. Care workers are confident dealing with accidents and incidents. They receive a good range of training to ensure they practice safely. The home and its facilities are well-maintained. Managers regularly monitor and drive-up standards.

The accommodation is homely and thoughtfully presented. People have a choice of communal lounges and can walk freely between the main building and annexe. People can spend time outdoors in safety. They often benefit from internal and external environmental upgrades. A good standard of cleanliness is maintained to reduce cross infection risks.

Care and Support

The service supports people on a long-term or temporary basis, as some prepare to return home following a period of ill-health. People's individual care and support needs are set out within personal plans that are reviewed monthly. Managers are monitoring practice closely to ensure they are also updated promptly following change. Care workers understand what really matters to people. They help people achieve their goals by promoting their health and independence. Care workers told us they receive updates about people's well-being during handover meetings and via a communication book. Records show that people receive appropriate care and support, with input from the relevant health and social care professionals. Regular audits ensure care practices remain safe. Managers regularly check daily records to ensure they are being completed to a consistently good standard. Work is also underway to improve the quality of planning in relation to people's end of life wishes.

People receive appropriate support with their medication, which is stored securely in their own rooms. The service has a good relationship with the pharmacy and GP surgery, which ensures medicines are supplied in a timely way. A medication lead is allocated responsibility for managing medicines each shift. They are required to check medication records at the end of their shift to ensure all prescribed medicines have been given and documented correctly. Records prompt care workers to check medication storage temperatures daily, which managers are auditing. The RI checks medication records during formal visits and sets actions to improve practice where necessary. Care workers complete medication training and competency assessments before administering medicines.

The service supports people to maintain a healthy, varied diet by promoting choice and offering regular drinks and snacks. Food and fluid records are maintained so care workers can quickly identify and act upon any concerns about people's nutrition and hydration. We saw people dining together for their lunchtime meal, which they told us they enjoyed. People have good interactions with care workers. Care workers encourage and assist people in a caring, sensitive way, which people respond positively to. Conversation and laughter flow easily and people appear to take comfort from the information and reassurance care workers provide. Care workers know the people they support well and act quickly to reduce risks to their safety.

People take part in a range of activities. Records show they have recently enjoyed a pantomime trip, flower arranging, afternoon tea, balloon painting, making music, playing skittles and gardening. People regularly attend the local church and day centre. We saw people playing a lively game of bingo and relaxing within the various communal lounges. Activity coordinators host parties every month, where people can dress up and enjoy food and drink related to their chosen theme. A zoology day is planned, which will involve reptiles being brought into the home and animal-themed arts and crafts. The RI considers the activities people have taken part in during formal visits to the service.

Environment

The accommodation is homely and has the facilities to meet people's care and support needs. It consists of a main building with adjoining annexe, where there are additional bedrooms and communal rooms. There is an enclosed central garden where we observed people spending time alone or with relatives. We saw some personal touches within people's rooms, which are laid out according to their needs and preferences. One person said, "*I have everything I need and more*". Another person told us they are pleased with their large window as it brings in a lot of light. The home's décor includes various points of interest. For example, a 'Memory Lane' has been created along the corridor that runs between the main building and annexe. It includes images and period features reminiscent of times gone by. Noticeboards display some commonly used Welsh words and phrases plus information about activities and events. Photo boards have been created as an introduction to those living and working at the home.

The building is safe and secure. Visitors cannot enter the home without staff approval. Key pads are fitted to exits to prevent people leaving the building without support. Internal doors and gates leading to stairways are alarmed to alert care workers as people move to hazardous areas. A call bell system allows people to call care workers for assistance. We saw care workers responding quickly to alarms. Window openings are restricted to reduce the risk of people falling from a significant height. Chemicals are stored securely. Records show the equipment and utilities are inspected and serviced within recommended timeframes. The home employs maintenance workers who carry out routine health and safety checks and general repair and redecoration. Recent environmental improvements include the fitting of new blinds and carpets. We observed one hallway carpet to be heavily worn, which the RI agreed to replace as part of an ongoing programme of refurbishment.

The service promotes a good standard of hygiene and infection control. We observed the home to be clean and tidy throughout. There is a good supply of personal protective equipment (PPE), which care workers use appropriately when providing personal care. Domestic staff told us they find their work rewarding. They have access to good quality products and other equipment they need. The service was awarded a food hygiene rating of 5 (very good) in April 2022. New cantilever tables were bought shortly after the inspection to replace some that were damaged. We saw unlabelled toiletries being stored together in a ground floor bathroom, increasing the risk of people sharing items intended for personal use. Managers assured us people's toiletries have been appropriately stored, and this will continue to be monitored.

Leadership and Management

The service benefits from strong leadership and management. The RI manages the service with the support of an assistant manager. Managers lead by example, instilling a culture of openness and commitment to prioritising people's well-being. Staff are clear about the different functions of the manager and RI. The RI carries out formal assessments of the service on designated days. These assessments inform an action plan for improvement, which the assistant manager progresses. As the manager, the RI is visible to those living in, visiting, and working at the service. Staff trust managers to listen to their views and ideas. Managers are approachable and staff are confident they will act upon any concerns. A professional told us managers take on board feedback to make improvements.

The service carries out the required checks before employing new staff. This includes a criminal check via the Disclosure and Barring Service (DBS), which is renewed every three years. Staff receive mandatory and specialist training relevant to the needs of the people they support. They are also supported to complete recognised care qualifications and register with Social Care Wales. Care workers told us the dementia course they complete during their induction gives them a valuable insight into the experiences of those living with dementia. They spoke knowledgeably and compassionately about its impact on people's day-to-day activity.

Staff are content in their roles. The low turnover of staff allows people to experience good continuity of care and develop trusting, positive relationships. The team is proud of the home's *"family feel"*. We received positive feedback from staff verbally and through online surveys:

- *"Not just a job. I feel part of the home and team. Everyone supports and celebrates each other."*
- *"We work so well as a team."*
- *"The home supports training and gaining qualifications on the job."*

The service has organised administration systems. An informative, thoughtfully presented statement of purpose explains how the service is provided. More detail regarding staffing and governance arrangements has been added since the inspection. The service's policies and procedures are reviewed annually and can be accessed easily from the office. The safeguarding policy is being updated to reflect Wales Safeguarding Procedures. Staff discuss safeguarding and whistleblowing procedures during staff meetings and their formal, individual supervision. Whistleblowing procedures are displayed on a noticeboard in the office for staff to refer to as needed. Staff have completed training in relation to the safeguarding of vulnerable adults. They spoke confidently about managing falls and other incidents, in line with policy and procedure.

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
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N/A	No non-compliance of this type was identified at this inspection	N/A
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