



Inspection Report on

Bryn Awel

Llangefni

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

21/09/2022

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About Bryn Awel

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Raji Hughes
Registered places	3
Language of the service	Both
Previous Care Inspectorate Wales inspection	8 July 2019
Does this service provide the Welsh Language active offer?	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 living at the service are supported to achieve positive well-being outcomes. They are supported to take part in activities of interest to them and benefit from care provided in a family home.

The service provider is also the responsible individual, manager, and the only permanent care staff. The roles are fulfilled diligently. People's needs are met to a high standard and their individual preferences are considered and met.

The home is comfortable and welcoming and meets the needs of those living at the home. Overall, governance arrangements are consistent, and the service provider succeeds in delivering the service in line with its aims, and objectives as outlined in the statement purpose.

Well-being

People living at the service are treated with respect and dignity. Their individuality is recognised, and daily activities reflect personal interests. A consistent routine is followed meaning the people know what care and support and opportunities are available to them. Personal plans and communication with family members evidence how the service advocates on behalf of the people living at the service. This enables them to access activities of interest to them. Local day centres provide structure and busy days for most of the people, meaning time at home is used for relaxing and resting.

Day to day needs are well met, leaving little opportunity for the people to do things for themselves. Meals are prepared when required, adapting, and changing to meet with individual schedules. Individual bedrooms are decorated to personal taste, and they can choose to socialise with one another in the communal living areas, or they can spend time in their own personal space. There is access to activities of interest to them, such as jigsaw puzzles.

People are protected from harm and abuse. They are supported by their families who visit them on a regular basis, and they are supported by an allocated social worker. The service provider updates their safeguarding training as required and required checks are completed on family members and a record of visitors to the home is kept. The service provider communicates regularly with people's families, and they successfully address any issues raised.

People living at the home are treated as part of the family, on special occasions they celebrate together. This was particularly important during the pandemic when people were unable to return to their families. Recent renovation works has improved the facilities available, the house is comfortable and welcoming, allowing those living there to achieve positive well-being outcomes.

Care and Support

The service provider works with local authorities to gather information about people's care and support needs and based on personal knowledge takes the decision if they are compatible with the service. However, the service provider does not follow a formal admission process and risk assessments and compatibility assessments are not undertaken. There was little evidence the service provider had considered the compatibility of individuals with those already living at the service. The most recent admissions took place during the covid 19 pandemic, this meant opportunities to visit the service were not possible. Once individuals are settled at the accommodation the service provider ensure they gather all relevant information about care and support needs, and this allows for smooth settling in period.

Gathered information informs the personal plans. The plan sets out the actions required to meet the individual's well-being care and support needs on a day-to-day basis. The information includes their care needs, personal preferences, and their routines and how this will be provided. The service provider knows them well, and regularly advocates on behalf of the people living in the home. When plans are changed, there is evidence the service provider has made sure that the alternative provision made available is suitable and that the individuals are happy. The plan is made available to families and is reviewed and updated within the 3 months timescale.

Care provided promotes the well-being of people and in accordance with individual preferences. The service provider places high importance on delivering care in a dignified and respectful manner. Interactions are meaningful and positive because of the caring attitude of the service provider. The feeling is that of 'home from home', with individual residents living alongside the service providers family. All the care is provided by the service provider, only one relief care staff is employed, and they help out on an ad hoc basis as and when required.

The service provider provides healthy balanced meals, and tailors them to individual preferences. Individual dietary requirements are considered, and consideration is also given to trying to introduce individuals to different and new flavours. Care is consistent because all aspects of the service is delivered by the service provider, this gives a detailed and personal understanding of individual needs. The service provider identifies and meets individual communication needs; however, the service is unable to provide care in a Welsh. Attempts are made to provide basic communication in Welsh and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Environment

The premises are suitable both in location, design and equipped to meet the needs of the people who live at the home. The house is located a short distance from the town centre, meaning people can walk with assistance to local shops and other places of interest. The service provider places high importance on ensuring individuals are physically active.

The service provider has recently invested in considerable renovations to the house, two new wet rooms have been added to the property and individual bedrooms have been decorated. The home is welcoming and comfortable, as expected of a family home. The building is spacious allowing for enough space for everyone to live together without impacting on one another. The two living rooms mean the family and residents have separate spaces to relax and they also have separate toilets and bathroom. The kitchen is located off the dining room and meals are served through the hatch.

The newly renovated and extended utility room has created useful space for the service provider to complete essential household tasks without it impacting on the main household. Repairs and any work needed is undertaken promptly. The service provider undertakes all the cleaning tasks and ensures the home is clean and tidy.

Leadership and Management

The service provider knows the service well, they are responsible for all elements of the service. At the time of the inspection the statement of purpose had not been updated, this was submitted to Care Inspectorate Wales (CIW) by shortly after the inspection. The statement of purpose contained the information as required in regulations and sets out how the service aims to support individual living in the home. At present the service provider continues to keep all records handwritten and has yet to access the CIW online account.

The service provider attends required training, helping them to build on and develop their knowledge. There are times when it's difficult to fit the training in around daily tasks, however the service provider demonstrates a commitment to continuing professional development. The service provider fulfils their role as responsible individual and is clear about the aims of the service.

There are systems in place to monitor and review the quality of care and support. Family members are regularly consulted, and their feedback gathered. The service provider undertakes the various elements of the role diligently, fulfilling the role of service provider, responsible individual, manager, and care staff on a daily basis. Responsible individual reports are prepared every 3 months outlining the service's performance. However, the service provider had failed to complete a quality of care review as required by regulations every 6 months. The last review was completed in 2019 before the Covid 19 pandemic.

Required checks have been completed on relief staff and they are supervised in line with regulatory requirements. They know the individuals living at the service well and can be called upon when the service provider is not available to provide day to day care. The use of the same relief member of staff provides consistency for those living at the service and provides the service provider with some respite from the day to day operations.

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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14	The service provider had failed to fully asses whether the service would be able to fully meet individual needs prior to agreeing to provide a service.	New
80	The service provider had failed to complete a quality of care review in line with regulations.	New

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