



## Inspection Report on

**Bryn Seiont Newydd**

**Bryn Seiont Newydd  
Pant Road  
Caernarfon  
LL55 2YU**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

**Date Inspection Completed**

**17 and 22 August 2023**

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## About Bryn Seiont Newydd

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Pendine Park Care Organisation Ltd
Registered places	107
Language of the service	Both
Previous Care Inspectorate Wales inspection	15 September 2022.
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 benefit from being cared for by a familiar staff team who know their needs well in Bryn Seiont Newydd. Recruitment and retention rates are currently good in the service ensuring people have continuity of care. Personal plans of care are centred around the needs of each person and are updated regularly as people's conditions change. People's families told Care Inspectorate Wales (CIW), they are happy with the care their relatives receive, staff are kind, the home is clean and tidy, and the food is good. People are offered daily activities to stimulate their memory and promote socialisation. We saw people, families and staff enjoying a summer fair during the inspection visit. The home is purpose built and modern with a creative and innovative design for the care of people living with dementia. The design of the home has been recognised as service leading and has won an award. Staff are happy working in the home and feel supported by management. The Responsible Individual (RI) visits the home regularly and measures the quality of care offered to people.

## Well-being

People receive person centred care. People's personal plans detail their likes and dislikes and preferred routines for day and night care. We saw the activity folder records which activities are enjoyed by people and when they are offered. We saw people, families, and staff enjoying a summer fair with entertainment by Welsh singer, Dafydd Iwan. People can decorate their rooms with personal objects of value to them and memory boxes outside each room contain the person's memorabilia, this also enables the person to recognise which room is theirs. People's preferences regarding food and drink are recorded. Families and staff told us the food in the home is good. We saw drinks and snacks are readily available and staff aid people with their meals consistently. The home offers an active offer of the Welsh language effectively. People's language choices are recorded in their personal plans. A high proportion of staff can speak Welsh with the high number of residents who are Welsh speaking. The business of the home is conducted bi-lingually where possible.

We spoke to people's families regarding their views on care in the home. One person said, *"It's very good here, we are happy with the room and quality of the food, they're putting on weight. They seem to enjoy the activities; I've seen their paintings"*. Other families said, *"very good", "lovely", "loves it here"*. Another family praised the food in Welsh, and said their relative was putting on weight, *"Mae'r bwyd yn dda, mae'n rhoi pwysau ar."* Other families praised the staff, saying they are kind and saying their relatives are happy.

Nurses and care support workers can describe the local safeguarding process. They are aware of how to refer to safeguarding should they be worried about people's care. People without family or representatives can access advocates to ensure their rights are protected.

## Care and Support

People are supported to be as healthy as possible. We saw evidence of people having regular medical reviews and GP or health care professional assessments as required and in a timely manner. We saw people can access optician and dental services amongst others as needed. Staff have received "*Gwen am Byth*" training to ensure people have good standards of oral care, we saw the appropriate assessments are used regularly. Body maps are used to monitor the condition of people's skin, and the physical checks and assistance given to people is recorded on charts. People's personal plans contain care plans about activities of daily living and people's individual care needs. The plans are reviewed and updated regularly. There are core risk assessments in each person's plan to ensure they are cared for as safely as possible. We observed good rapport between people and staff, staff care for people's needs sensitively. Staff receive training on caring for people living with dementia and people are treated with dignity and respect.

People are given their prescribed medication. Medication administration and storage practices in the home are effective. Staff said the service from local chemists is good and people can access their prescriptions in a timely way.

Staff are up to date with safeguarding training to keep people safe. The home works closely with the Health Boards and audit the service regularly to ensure good standards of care. The service consistently report any accidents, incidents, or events which affect the smooth running of the service to CIW.

## Environment

Health and safety checks are in place to ensure people's safety. Utilities such as gas, water, electricity are checked, and certificates obtained. The home has liability insurance which is in date. People can access equipment for their care as needed, equipment is regularly checked and serviced to ensure safe use. Weekly fire checks are performed to ensure alarms and emergency lighting are in good working order. Staff are trained regarding emergency evacuation of the home. People have Personal Emergency Evacuation Plans (PEEPS), so that they can be evacuated safely in the event of fire or emergency. The kitchen has an environmental rating of five which is the highest possible rating.

The design of the building has been expertly done. The home has been purposefully designed and built with dementia care in mind. The environment is dementia friendly with good use of colour and texture. The home won The Pinder Award for design. Outside areas have mature planting and sensory plants for people's enjoyment. There is a walk-through area on the first floor where people can sit in the open air safely and look down into courtyard gardens. There are several areas to sit outside, we saw families taking relatives out in wheelchairs to enjoy the sunshine. Each "house" is a unit within the home which have their own lounges for people to enjoy meals in, be sociable or there are quieter areas. There are communal areas for families to enjoy coffee with their relative and a large music/activities room. The home is constantly maintained to keep the environment fresh. Furnishings and soft furnishings are of a very high standard. A family member told us in Welsh their relative's room is lovely, and always clean and tidy, "*mae'r stafell yn Lyfli, pob tro yn lan a twt*".

## Leadership and Management

The RI measures the quality of the service and prints the outcomes in a report as required by regulations. The RI regularly visits the home and speaks to staff and families to gain their views regarding the service. There is good over-sight of the home and managers regularly carry out spot checks to ensure the care is of good standard. The manager told us they have good support from the RI to enable them in their role.

There is good recruitment and retention of staff to ensure continuity of care. We saw from work rotas there are consistent numbers of staff on duty. Staff told us they are happy at work and are supported by managers who are approachable and accessible. We saw from training documentation that staff receive consistent training on a rolling basis to enable them to be knowledgeable in their work. The organisation has their own training academy who shared their infection control training with the Health Board during the Covid-19 pandemic. We saw records showing staff receive regular supervision to enable them in their roles and ensure good practice. Personnel files show staff have checks in place to ensure they are appropriate to work with vulnerable adults.

The RI has not reported any financial difficulties regarding the home to CIW. We saw staff are recruited as necessary and can access training. The home is very well maintained, and equipment is replaced as needed. People can access meals and snacks and the home has fresh deliveries of food.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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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