



Inspection Report on

Bryn Ivor Lodge

**Bryn Ivor Lodge Care Home
Bryn Ivor Lodge
Newport Road
Cardiff
CF3 2UQ**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

18/10/2023

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About Bryn Ivor Lodge

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Barchester Healthcare Homes Limited
Registered places	80
Language of the service	English
Previous Care Inspectorate Wales inspection	[09 August 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

Bryn Ivor Lodge is registered to provide care services with nursing for up to 80 people. The home is divided into four separate 'communities'. This includes specialist provision for people living with dementia, in the 'memory lane communities.' The home was purpose built, the environment is extremely well maintained and provides a luxurious, homely and relaxed atmosphere for people to live in. The standard of cleanliness is very high throughout the home.

People are supported to achieve positive outcomes. Personal plans are thorough, detailed and focused on the outcomes each person would like to achieve. Highly effective risk management is implemented to ensure people live as independently as possible. People are supported by care and nursing staff in a warm and compassionate way. There are positive relationships between people living at the home and the entire staff team.

The manager was promoted into the role earlier this year. They know the service extremely well and have positive relationships with the residents and staff team. The service is exceptionally organised and benefits from strong management and oversight. Care workers enjoy working at the home and feel very well supported in their roles. The Responsible Individual (RI) visits regularly and knows the care staff and residents well.

Well-being

People achieve very positive outcomes. We saw evidence where people's physical health conditions had improved beyond the expectations of health professionals. People have choice and control over their day-to-day lives. The service is run to meet the needs and preferences of the residents. People choose when they get up and go to bed, and what personal hygiene routines they prefer. The choice and quality of food and snacks throughout the day is excellent. People commented *"I love it here, the food is wonderful and it's so light, bright, and homely"*, and *"I can't praise them enough, the staff are excellent, and it's a superb environment."*

Visitors are encouraged to come and see their loved ones at any time. The home promotes and supports positive relationships between residents and their relatives and friends. One visiting family member told us *"It's great that I can come in any time to see X, it means he gets visitors throughout the week. They are very understanding and accommodating here."*

A wide range of activities are provided by the home. Activity coordinators complete a weekly planner after talking to people and their loved ones about what they would like to do. We saw people enjoying a light exercise class on the day of our inspection. People also enjoy one to one activities, having entertainers in the home, and parties for special events. The home organises pet therapy sessions; people have enjoyed organised visits by a wide variety of animals, including sheep, donkeys, and alpacas. The home has very close links to the local community; people told us they love having regular visits from a nearby toddler's club. The service follows the 'Namaste' model of care for people living with advanced dementia which focusses on the person rather than a process; this is considered best practice.

People have their own rooms which all have spacious, well maintained en-suite shower facilities and are personalised to their individual tastes. The memory lane communities have tasteful boxes outside each room which contain a familiar picture or reminder of that person's fond memories. The service has signage in both Welsh and English to support people to navigate the space.

The service protects people from abuse and neglect. The service ensures people are aware of how to raise a concern. Care workers complete training in relation to the safeguarding of adults at risk and understand their role in protecting people. The service has a safeguarding policy, which reflects the current guidance and is kept under regular review.

Care and Support

People receive outstanding care and support as and when they require it. Care workers are warm, attentive, and supportive to people. The care needs and preferences of each person are clearly documented in well organised files. Care staff access this information to inform their daily routines. Plans are divided into set areas of support, with a clear desired outcome for each area. They contain a detailed social history of each person so care staff can get to know them and their lives before coming to the home. Plans include detailed risk assessments as required to ensure people's health is monitored in the identified areas. Care staff refer any changes in people's health or presentation to qualified nurses promptly for the nursing team to review. People are supported to be as independent in their day-to-day lives as safely as possible. Plans are regularly reviewed with people and their loved ones to ensure they are up to date and reflect people's current needs and aspirations. Accurate and detailed records are kept by care staff to evidence people are supported as described in their personal plans.

Referrals are made to health and social care professionals when needed. People are registered with a local general practitioner (GP). Records are kept of all appointments and outcomes for review as required within the daily notes. People are supported to maintain a healthy weight and diets are reviewed when required. Drinks are readily available for people throughout the day. People are supported to be as independent as possible. Where people are unable to keep themselves safe, the necessary procedures are followed. Appropriate arrangements are in place with the Local Authority to ensure decisions are made in people's best interests, when required.

People thoroughly enjoy their meal experience which is a pleasant, relaxed and social time of the day. We were told the quality and choice of meals is excellent; people are encouraged to be as independent as possible and supported when required. People who do not understand verbal questions are shown a choice of plated meals to choose from. This is considered best practice. We saw people enjoying their lunchtime meals whilst chatting with each other and care staff in a relaxed and friendly manner.

Systems are in place for the safe management of medication within the service. Nursing and care staff provide support to people with their medication, which helps to maintain their health. Records are completed accurately and consistently. The home works closely with prescribing doctors to review people's medication needs regularly and ensure joint documentation is kept as required.

Infection prevention and control procedures are excellent. The standard of cleanliness is very high throughout the home. Care workers wear appropriate personal protective equipment (PPE) in line with current guidance.

Environment

The home has been purpose built and is maintained to an excellent standard. The environment is light, bright and homely throughout. The home benefits from a large welcoming entrance area with a café area and sweet trolley, activities displays, and reception desk. The home has wide corridors throughout which are air conditioned. It is clean, tidy and well organised. People's bedrooms are spacious and personalised to their own tastes. Individuals have personal memento's and keepsakes which helps to provide a familiar and homely room. Bedrooms all have en-suite shower facilities. The communal bathrooms are spacious, and each contain a jacuzzi bath and separate shower.

The 'memory lane' communities have 'way finding' corridors which provides a separate theme for each corridor; one with a garden theme and the other animals. This highly creative environment helps people living with dementia to familiarise themselves with different areas of their surroundings. Along the corridors are benches with soft furnishings in keeping with the décor to allow people to take a rest as required. TVs are situated opposite the benches to occupy people while they are resting.

Each of the four communities has a designated lounge, dining room, and quiet room. The lounges are laid out to encourage small groups to socialise. The dining rooms include kitchenettes for food to be served from and allow for people to make their own drinks if they choose to do so. There is a separate designated cinema room downstairs with a large screen for movie nights and other activities.

The outdoor is pleasantly laid to level paving which provides a walk around the gardens lawned areas. The ground floor bedrooms each open out onto their own small garden area which leads to the communal garden with mature trees and raised flower beds. The first floor has spacious balcony areas which contain potted plants and outdoor seating. The outdoor furniture is sturdy and in good condition.

People benefit from a secure environment; the front door is kept locked. We viewed the maintenance file and saw all serviceable equipment is checked to ensure its safety. Regular checks of the fire alarms take place at the home and staff are trained in fire safety. People living in the home have a personal emergency evacuation plan to guide staff on how to support people to leave safely in the case of an emergency. The home has a five-star rating from the food standards agency which means that hygiene standards are very good.

Leadership and Management

People benefit from effective leadership and management. The organisation of records throughout the home is exceptional. The management team complete regular audits across all areas of the service to ensure the accuracy of records and safety of the environment. We saw the manager and acting deputy manager interacting warmly with people throughout our inspection visit. Care workers told us the management team are very approachable and supportive. Staff are highly complimentary about the service as an employer, and about the care and support residents receive. Comments we received included *“I really feel appreciated and valued for the work that I do, encouraged to develop professionally, supported daily. Communication works great, management is always there if you need anything.”* And *“There is a fabulous team at Bryn Ivor Lodge. The staff have passion to help the residents and they make a difference.”*

The statement of purpose accurately reflects the service provided. There are a sufficient number of care workers on duty to support people in a relaxed and unrushed manner. Care workers receive regular supervision with their line manager. This one-to-one support provides opportunity for staff members to discuss any concerns or training needs they may have, and for their line manager to provide feedback on their work performance. Although supervisions are carried out regularly, we found some records to be brief. The manager assured us a new process for recording these discussions is being introduced to better capture the conversations which are taking place. Communication between the team is good and care workers enjoy their jobs.

Care staff told us they are confident in their roles. They complete a range of training courses, including regular refresher courses in mandatory areas such as safeguarding people at risk of harm. Care workers personnel files are well organised, and contain all of the required information, such as references from previous employers, Disclosure and Barring Service (DBS) checks, and evidence of registration with Social Care Wales (the workforce regulator).

The RI undertakes regular quality assurance checks by visiting the home to talk to individuals and care staff and review documents. The RI completes detailed, thorough, and comprehensive audits of the quality of the support provided as well as the wider running of the home. The reports highlight where the home is performing well, as well as areas for improvement.

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
35	Staff personnel records do not all include all of the required information	Achieved

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