



Inspection Report on

Briarswood Residential Home

Llanelli

Date Inspection Completed

01/04/2022

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About Briarswood Residential Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Elizabeth Thomas
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	Working Towards. The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People and their families are very happy with the care being provided and have the opportunity to remain as independent as possible. Staff are caring and respectful towards those they care for and there is a relaxed and friendly atmosphere.

The environment is homely and mainly well presented. Some areas however would benefit from redecorating and the outside area requires some improvements to make it a more pleasant space to spend time.

The ongoing pandemic has exacerbated staffing issues, the provider is monitoring staffing levels to ensure there are adequate staff members at all times as on occasion this has fallen below the minimum number. Care staff however feel able to undertake their role well and are well supported by managers.

Well-being

People have meaningful relationships with the care staff and are shown respect and warmth. A family member told us, *“They are like an extended family, I speak with staff and the other residents when I’m there”*. People are gently reassured when anxious or upset by staff that are familiar to them.

People’s physical and mental wellbeing is promoted, and records show that health professionals’ advice is sought when necessary. Risk assessments are up to date to promote people’s independence and safety however, there is no Health and safety audit system in place. This has been identified as an area for improvement to ensure the safety of everyone living or visiting the home and we expect the provider to take action.

Independence is encouraged and people are able to choose how they spend their time. There is an acknowledgment of people’s uniqueness and there is a relaxed and flexible approach. People are supported and enabled to do what matters to them. A relative told us *“He is happy and settled and always doing something”*.

Staffing ratios are not always adequate due to some care staff arriving late for their shift. This has been raised with the manager who has agreed to monitor this to ensure staff levels do not fall below the required ratio. The manager has also reminded all staff of the protocol if they know they will be late arriving for their shift as this has the potential to impact on the well-being and safety of the people living at the home.

Care and Support

People and their representatives are happy with the care that they receive. One person told us *"It's lovely here"*. A relative told us *"It's amazing, I don't have any issues"*. We saw relaxed and informal conversations between care staff and people using the service with banter and laughter, whilst also showing respect towards individuals. People are able to choose how they spend their time, one person was relaxing watching a film and we saw another feeding the chickens and collecting eggs.

Care plans are detailed and person centred and reflect information gathered from people, their relatives and health professionals. A staff member told us *"We know them (people using the service) well as it's a small home"* and this is evidenced by the way care staff interact and support people. Care plans are reviewed every six months; more frequent reviews are required in order to meet statutory guidelines. This will be checked during the next inspection.

Although relatives told us, they are not involved in formal reviews they are kept up to date verbally with any changes to the care plan, as and when they occur and feel they are well informed overall. One relative told us it can be difficult to get through on the telephone, as it is not answered however, emails are responded to. Relatives are invited to share their views on the service in general by completing questionnaires. However, they have not had this opportunity for some time. This has been discussed with the provider and will be followed up at the next inspection.

Records show that people's health and well-being is promoted and social care and health professionals are involved on a regular basis and as and when required.

People are kept safe, and risks are minimised by regular individual risk assessments being undertaken. Care staff are aware of the policies and procedures to follow if they believe a person is at risk of harm.

The pandemic has impacted on the activities that are offered. Care staff now focus on activities that take place within the home and outside walking and cycling in the local area. A relative told us *"They are always busy doing something"*. The pet animals: rabbits, chickens and guinea pigs are a source of comfort and enjoyment for the people using the service, one person told us *"We need more animals"*.

Care staff encourage people to be as independent as they are able and to undertake daily living tasks such as cooking, cleaning their room and doing their own laundry.

Environment

People are cared for in a warm and homely environment. There are large gardens to the front and rear of the home where the animals are kept. There is a patio area at the rear, which is accessed through patio doors or the kitchen door. The outside area would benefit from a general tidy and spruce up as it appears tired looking. The deputy manager advised that there are plans for a new patio and a grant has been provided to purchase new outdoor furniture. One person living at the home also has her own shed in the garden where she enjoys spending time doing her Lego.

Inside there is a separate part of the home used for respite with one bedroom, a bathroom and a lounge. Prior to the pandemic, all people living at the home used it and those on respite would have access to the whole house. People living at the home are able to relax in their bedroom or the lounge and they have access to the kitchen and gardens. A relative told us "*It feels like his home*".

Overall, the home is clean and in good repair however some areas would benefit from redecorating, in particular the doors upstairs and some areas of the ceilings and walls in the bedrooms. There is a plan to redecorate some bedrooms. This will be checked at the next inspection.

There is currently no health and safety audit system in place therefore this will need to be prioritised to ensure the safety of people who live, work and visit the home. This has been identified as an area for improvement and we expect the provider to take action.

Leadership and Management

Care staff report that managers are supportive and very approachable. Care staff spoken with told us they enjoy their work and "*Wouldn't change a thing*". The Responsible Individual has not visited during the pandemic due to fears of contracting/spreading the virus but is in telephone contact with staff and people using the service. It is hoped that as the restrictions and cases reduce the RI will resort back to visiting the home regularly.

The ongoing pandemic has affected the staff levels and agency staff are currently employed. The manager is also covering shifts, mainly overnight. We cannot be assured that there are sufficient numbers of staff at all times. We raised this with the deputy manager and assurance has been given that this will be monitored closely. Staff are also reminded of the protocol if they are running late for a shift. Despite the staff shortages, care staff spoken with told us they do not feel overstretched and told us it is a relaxed atmosphere and they support each other.

Not all staff files have the correct documentation in place. There were gaps in written references, Identification Document (ID) and more than one Disclosure and Barring Service record (DBS) was out of date. This has been discussed with the manager who agreed to ensure that this documentation is prioritised. This will be checked again at the next inspection.

The staff training records looked at were up to date. I am informed by the manager that staff are regularly supervised but did not see evidence of this and staff spoken with could not recall their last supervision. However, staff are able to speak to managers on an ad hoc basis and feel supported. Supervision records will be checked at the next inspection.

Policies seen were up to date and are regularly reviewed. There is a very stringent Covid 19 policy in place as managers recognise the vulnerabilities of the people using the service and are doing all they can to protect them from the virus. A relative told us "*They have been amazing during COVID*".

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
44	The assistant manager has stated that there is currently no Health and safety audit system in place to monitor the premises, equipment and facilities for the service provided. Therefore the provider cannot guarantee that the premises, facilities and equipment	New

	remain safe and suitable for the service.	
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