

Inspection Report on

Bryntirion Resource Centre

Bryntirion Home & Day Centre Pontrhydfendigaid Road Tregaron SY25 6JE

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

18/11/2022



About Bryntirion Resource Centre

Type of care provided	Care Home Service
	Adults Without Nursing
Registered Provider	Ceredigion County Council Adults and Children's Services
Registered places	15
Language of the service	Both
Previous Care Inspectorate Wales inspection	17 September 2021
Does this service provide the Welsh Language active offer?	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

This focused inspection is to review an open Priority Action Notice (PAN) around the provider's oversight.

People continue to receive individualised care and support that meets their needs. A person who lives at the service told us "there is no need for you to worry about here, they are perfect and wonderful staff"

The provider has improved the oversight of the service. The Responsible Individual (RI) visits the home and involves people, their representatives and care workers in their visit and subsequent Quality of Care report.

Well-being

People receive person centered support and direct the care they wish to receive. Care workers treat people with dignity and respect, an individual told us "the staff are fantastic, first class, we are so lucky". Experienced and dedicated staff understand individual's needs and focus on people's well-being by spending time chatting with them. A care worker told us "Residents are fantastic, there's not one day that I get up without a smile on my face".

People and their representatives are involved in decisions and express their views about the service. The RI is addressing issues with the environment and is involving people and staff at the service.

People express their views about the service because the RI involves them and/or their representatives in quality assurance audits. Staff contribute with ideas and suggestions to improve the quality of service during RI quarterly visits. The subsequent reports include detailed actions and time frames. Information from internal audits and surveys enables the RI to monitor, assess and review the quality of the service. The improved oversight enables the provider to enhance the overall service it offers to people.

Care and Support

Care and support was not a focus of this inspection, however our discussions with people who live and work in the service again show that health and well-being needs are met.

People spoke positively about the care and support they receive. Interactions are warm and friendly. Care workers focus on what people can do for themselves and support them with the rest. An individual who lives at the service told us "they have been so good at helping me get better". Another person told us about the support they were receiving to recover from a period of poor health and said "they are great here and are helping me to get ready to move back home".

Environment

The environment was not a focus of this inspection but was previously identified as an Area for Improvement and will be tested in the next inspection. The provider has refurbishment plans that will improve people's health and well-being. The RI checks the progress of the refurbishment during their quarterly visits.

Leadership and Management

The provider has improved it's arrangements to monitor, review and improve the quality of the service. The latest Regulation 73 report is comprehensive and details many discussions with people and their representatives. Workers who met with the RI spoke positively about the visits and their opportunity to discuss the service.

The six-monthly Quality of Care Review is detailed and contains feedback from people and their representatives. Information from internal audits and surveys enables the RI to monitor the service with clear actions on how to improve quality. The refurbishment programme is a key focus of the report, it details what needs to be done and identifies any barriers.

We can conclude that the oversight of the service by the provider has improved and is focusing on its development. We expect this level of oversight to continue and this will be tested in future inspections.

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		
6	Provider oversight	Achieved		

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	Environment	Reviewed

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