



Inspection Report on

Brynsadler Short Term Care

**1-5 Cowbridge Road
Brynsadler
Pontyclun
CF72 9BS**

Date Inspection Completed

09 December 2021

09/12/2021

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About Brynsadler Short Term Care

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|--|--|
| Type of care provided | Care Home Service Adults Without Nursing |
| Registered Provider | Drive |
| Registered places | 5 |
| 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

Brynsadler is a service offering planned short stays as a respite provision. The service has a core team of long standing care staff who know the people who stay there well and have good relationships with them. People generally give very positive feedback about their stays. People's care files are very person centred, and are reviewed and updated prior to each stay to ensure care staff can give people the right care that suits their needs and preferences. There are detailed plans in place for more complex interventions, such as PEG feeding and response to seizures.

The environment is inviting, clean and well maintained. There are aids for those who require assistance with mobility or transfers. Care staff receive training specific to the service and needs of people who use the service. Supervisions are completed regularly. The manager has oversight of what is happening in the service for both care staff and individuals. There are systems in place to monitor the quality of care and support provided and identify any improvements required. The service provider regularly gathers feedback from individuals, their families and care staff. Good progress has been made in offering a bilingual service.

Well-being

People are supported to have choice and control over their day to day lives. The care and support plans are written in a very person centred way, and give a feel of what each person staying at Brynsadler is like. We saw warm and positive interaction between care staff and individuals to plan what they were going to do that day. People's usual routines, for example day centre or college, are maintained as much as possible.

There are systems in place to protect people from harm or abuse. Each individual has assessments and management plans in place for any area of care and support where they may be at risk. Care staff are vetted as fit for work during the recruitment process. They have training to identify and possible safeguarding issues and a safeguarding policy is in place to offer them guidance in making a referral should they need to. Management have oversight of any accidents or incidents that may have caused harm to care staff or individuals. Supervision sessions are held regularly and also address issues of conduct that may arise. Health, safety and security are all monitored and maintained during people's stay.

The environment supports people's wellbeing, and plans are in place for further development, particularly of the outside space. Facilities and equipment are kept safe to use. There is a clear management structure in place, and oversight of the service. Improvements are identified and action plans implemented when needed.

Care and Support

People using Brynsadler's short term care service, and their representatives, have plenty of opportunity to give feedback about the care and support they receive. The service provider sends out optional feedback forms throughout the year, as well as individuals being asked to contribute their opinion during their stay. Feedback includes: "*continue what you're doing here*", and "*it's brilliant!*"

The service promotes a person centred approach in care planning, risk assessment and reviews. People's plans give a feel of what they are like as individuals. Risk assessments are proportionate and take account of people's right to choice and to make their own decisions wherever possible. Reviews look at 'what's working?' and 'what's not working?' consulting care staff, the individual, and their representatives. Care files for upcoming stays are held in a designated area so care staff have time to read any updated paperwork prior to people arriving. This helps make sure that people are getting the right care at the right time during their stay, whilst maintaining their independence wherever it is safe to do so.

Care staff support people to remain as healthy as they can be during their stay. Health professionals offer training and support to care staff for additional interventions such as PEG feeding or response to epileptic seizures. People's personal support plans detail their health needs and what is required to meet these needs. Medication is stored safely and appropriately, and administered as required during the stay. Processes are in place to minimise risk of transmission of COVID 19. Infection control protocols are carried out on a daily basis. Care staff are tested, as are those individuals who are able to consent to a test prior to arriving for their stay. Visitors complete a screening questionnaire prior to their visit. Everyone has temperature checks each time they enter the home. On the day we visited, care staff were all wearing Personal Protective Equipment (PPE) as required, and donning and doffing it appropriately.

Environment

The environment is clean, safe, and adaptable to people's needs and preferences. On the day we visited, there was a Christmas tree and decorations up in the home, which gave a welcoming and cosy feel. There is a downstairs room with en suite, and four upstairs bedrooms, all with different décor and furnishings. People can request their preferred room for their stay and this is honoured when possible. There is also a communal lounge, kitchen and sofa area, so people can choose where to spend their time and with whom. The outside space has been developed, and there are plans for further work to make the most of the garden area.

The home is secure from unauthorised visitors and free from hazards. Hoists and mobility aids are serviced and maintained to be used safely whenever needed. Water, gas, and electric are safety checked regularly. Fire checks, testing and drills are all up to date. Personal evacuation plans of people currently staying at the service are held in a grab file in the office, in case of an emergency.

Leadership and Management

There is a long standing, stable staff team who work flexibly to ensure that people receive the right level of support. Staff rotas are completed alongside booking forms to tailor the staff team to the people staying at that time. No casual or agency staff are used at the service at the moment.

People are cared for by trained, well supported care staff. The recruitment process is conducted via the service provider's Human Resources department. There is an online system for staff personnel information, including alerts for when security checks, training or supervision is about to lapse. The majority of staff have completed all mandatory training, and supplementary training suited to the needs of the people that use the service. Care staff report that they feel well supported by their peers and their manager, and would feel confident to go to them with any issues they have. Individual supervision sessions are held regularly, and team meetings have been held online whilst restrictions have been in place.

There are robust systems in place to oversee, analyse and improve the quality of care and support given to people staying at Brynsadler. There is a clear management structure in place, and any events that occur in the home are reported, referred and audited to ensure that people are kept safe and the quality of care is maintained. At the time of the last inspection, we found that the RI delegated one of their duties against regulatory requirements. At this inspection, we found that all monitoring visits had been completed by the RI every three months as required and as such this area of improvement has now been met. A biannual quality of care report has also been completed, including feedback from staff, people using the service and their families. There is a statement of purpose available to people outlining the terms of the service, and policies both for staff and people accessing short stay care are also in place. The manager is currently working to improve the use of Welsh Language in the service, including bilingual documents and staff attending Welsh speaking lessons.

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 |
|------------|---|--------|
| N/A | No non-compliance of this type was identified at this | N/A |

| | | |
|----|---|----------|
| | inspection | |
| 73 | <p>Regulation 73 (1) (a) (3) – In the case of care home services, secure accommodation services and residential family centre services, the responsible individual must visit each place in respect of which the responsible individual is designated. The frequency of such visits and meetings is to be determined by the responsible individual having regard to the statement of purpose but must be at least every three months This is because the RI did not carry out all her visits, delegating one to another staff member, and did not notify CIW.</p> | Achieved |

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