



Inspection Report on

Brynsadler Short Term Care

Pontyclun

Date Inspection Completed

26/05/2023

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About Brynsadler Short Term Care

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	09 December 2021
Does this service provide the Welsh Language active offer?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

Brynsadler is a short stay and emergency stay service run by the service provider Drive. Support workers provide a tailored, person centred service for people's stays. They encourage them to maintain consistency with their usual daily routines, and direct their recreation and leisure time as they would like. There are enough trained and supported staff to provide flexible support as people need, following thorough information recorded in personal plans and risk assessments. Facilities and equipment are well maintained and safe for use. There is a clear management structure in place, who follow robust quality assurance processes. The Responsible Individual (RI) has good oversight of the service and completes all monitoring visits and reports as required.

Well-being

People are supported to make choices and have control over their day to day lives whilst staying at Brynsadler. We saw evidence of people choosing meals and snacks, and activities for the day. Personal plans describe people's preferred routines in a detailed and practical way. Support workers facilitate day services, volunteering, or education to maintain consistency with people's usual commitments. We observed interactions between support workers and people staying at Brynsadler and found them to be warm, familiar, and encouraging. People, their representatives, and care staff are all asked for their feedback on the service that is being provided, and an exit questionnaire is given at the end of their stay.

There are systems in place to protect people from harm and abuse. Risk assessments are included as part of people's service delivery plans and any incidents are recorded. Support workers and management are aware of the need to report any safeguarding concerns and how to do so. All staff are compliant with safeguarding training and there is an up-to-date safeguarding policy in place to offer guidance to staff where needed.

The environment supports people's wellbeing. The home is running at full occupancy, but compatibility of people staying at the service at any one time is risk assessed and managed as needed. There are communal spaces and individual bedrooms, and people can choose where to spend their time. There is a plan in place to re-landscape the garden.

Care and Support

People can be confident that support workers are following an accurate and up to date plan of how they would prefer their care needs to be met. Personal plans are detailed, person-centred, and give a holistic overview of what people want and need during their stay. They contain relevant information and guidance from the multi-disciplinary team of professionals involved in people's care. Risk assessments identify risks to a person's safety or the safety of others and detail any intervention required to manage those risks. Reviews are completed with the person, relatives or care managers prior to the person's next stay and plans updated with any changes. We observed a small change in a person's preferred morning routine was noted and saw a support worker check this change in the file before going to assist the person.

People are supported to be as healthy as they can be. Plans from external health professionals such as learning disability nurses, occupational therapists, or speech and language therapists are included in people's personal plans and risk assessments. Support workers receive specific training on health-related interventions, such as endoscopic feeding tubes, that are required by people who regularly use the service. People bring the appropriate amount of medication for their stay from home, and this is stored securely in the house. Medication is administered as prescribed, and accurately recorded. A medication policy is in place as guidance to support workers should they need it. Medication training is up to date for all support workers.

The service promotes good infection control practices. Support workers complete domestic and laundry tasks in the home, encourage people to keep their own spaces clean as much as possible. The home appeared clean and tidy when we visited. Temperature and food checks are completed. There is an infection control policy in place to underpin these good practices.

Environment

People's care and support is provided in an environment that supports the achievement of their personal outcomes. There is a large outdoor space, that the service wants to re-landscape into a sensory garden. To help finance this, staff and people who use the service have been fundraising within the local community. This seems to have made good community links for the service, and people who use the service have shown pride in showing people what it is like and what the plan for the new garden is.

The home has one downstairs bedroom with accessible bathroom and toilet for people who cannot use the stairs. The other bedrooms and bathroom are upstairs in the house. Bedrooms are spacious and decorated in 'themes'. People bring in their own personal items for their stay. Laundry facilities are available if needed. Communal areas are spacious and feel homely.

Actions are taken to minimise risks to people's health and safety. We saw evidence of a rolling schedule of servicing and checks for facilities such as hoists and equipment, and utilities such as gas safety, to ensure that everything is fit for purpose and safe to use. Fire safety checks are undertaken regularly. There is a maintenance worker who visits the home to complete small jobs. The home is secure from unauthorised visitors. Medication is securely stored, and confidential documents are kept in an office that is locked when not in use.

Leadership and Management

There are sufficient levels of staff to provide timely and attentive care to people staying at Brynsadler. The staff rota is compiled alongside the calendar of planned bookings to ensure people have the appropriate level of support during their stay. Staff work flexibly to meet the needs of emergency admissions. Support workers told us: *“I love my job. Staff pull together as a team and we can talk to [manager and team leader] about anything”, “The training is really good, we can ask for anything we think we need”* and *“we get lots of information about people before they come”*.

People receive care from safely recruited, suitably trained, and supported staff. Staff recruitment information is kept with the service provider’s Human Resources (HR) department. The RI confirmed the information that is held. All staff are working under a current Disclosure and Barring (DBS) check, and the manager is alerted by HR when these are due for renewal. New starters complete a four-week induction period, and support workers can access any of the induction training being delivered as a refresher for themselves. Support workers are up to date with both mandatory and specialist training. One to one supervision sessions, where support workers meet with their line manager to discuss any issues and professional development are held regularly. The manager and team leader have an ‘open-door’ policy and are reported to be approachable and responsive to questions raised by staff.

There is good oversight of the quality of care and support provided during people’s stay at Brynsadler. The service provider has a clear management structure and robust quality assurance processes in place. Audits are regularly completed on events in the home, such as accidents and incidents, care plans and medication. These are analysed and appropriate referrals made to external bodies as required. The Responsible Individual conducts quarterly monitoring visits and uses the feedback and findings from these to inform the six-monthly quality of care reports. These identify strengths of the service, and areas where additional work can be done.

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
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