



Inspection Report on

Llys Y Bryn

**Llys Y Bryn
Gelli Road
Llanelli
SA14 9AD**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

01/11/2023

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About Llys Y Bryn

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Carmarthenshire County Council Adults and Children's Services
Registered places	45
Language of the service	Both
Previous Care Inspectorate Wales inspection	
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

People receive the care and support they need. Care workers have a good understanding of people's individual needs and choices. Electronic care records are detailed, reflect current care needs and involve the person and/or their representative. People, relatives & visiting professionals compliment the care workers and the management of the service.

The manager is supported by the Responsible Individual (RI) and a deputy manager. The RI visits the service regularly and uses these and a range of quality audit tools to ensure they have a good overview of the service.

Llys y Bryn offers people an environment which is welcoming and clean. Internal décor and furnishings are well maintained. Some work has been done to make communal bathrooms more welcoming for people to use. Consultations are to be held with people to gather their views about the pictures and artwork displayed in communal corridors.

Well-being

People have their choices and views recognised. People personalise their bedrooms, choose their meal preferences and get up and retire when it suits them. The individual and /or their representative are involved in the planning and review of their care. Their views are actively sought by the managers during group and individual resident meetings, the RI during their Regulation 73 visits and through questionnaires used to inform the six-monthly Quality of Care reports. People converse and receive information in Welsh if this is their preferred language.

People are safe from the risk of harm and abuse. Care workers are knowledgeable, well trained and care about the individuals living in the service. People's individual needs are well known by care staff. Care records provide good information about the requirements and preferences of people. Health, medical and social care professionals are involved in people's care to make sure people remain as healthy as possible. People can raise concerns about the service should they have the need to do so. There are good recruitment, supervision and training procedures in place to ensure staff have the right skills, knowledge and approach to care. Staff are clear on their responsibilities to protect people and are supported by regularly reviewed and updated policies.

In the main people are supported to achieve their well-being by of the environment. The environment is well maintained, clean and welcoming. People use the range of communal lounges and facilities provided to meet and socialise. However, some displays in the communal corridors need to be discussed with people to gather their views and to ensure they support individuals to orientate around the corridors. Efforts have been made to make communal bathrooms more homely for people to use and enjoy.

Care and Support

People's individual needs and preferences are recognised and understood. Care workers are knowledgeable about people's personal histories and their specific care needs and daily preferences. The care records we read provide a good sense of the individual, their history, daily routines and specific care, support and medical needs. Health and medical professionals are involved in the care and support of people when required and this is well documented in care records. Visiting health professionals told us *"This is a very good home; we have no issues. They know the residents and follow instructions well. We have good relationships with the manager and deputy manager"*. Associated risk assessments are regularly reviewed and the person and/or their representatives are involved in their care planning and reviews.

People choose where they spend their days, whilst some people spend time in communal areas, others choose to spend time in their bedroom. One person told us *"I like to keep myself to myself, so I sit in my room mostly"*. There are a range of meal options available which people eat in the communal dining room or in their bedroom. People told us *"The food is good and there are always choices available as well as the main menu options"*.

People and relatives told us they are happy with Llys y Bryn and the care and support provided. Comments include *"I am very happy with the care and support being provided, mam hasn't been here long, but has settled in and has put a little weight on"*, *"They [care workers] are excellent here, just like my friends"* and *"the carers are very good"*.

Resident meetings are held to inform and seek feedback from people. The meetings are well documented. One person told us *"If I have a problem, I discuss it with X [fellow resident] and he will take it to a meeting"*. Additional consideration should be given to record discussions held with people who do not or are not able to attend the main resident meetings.

People told us they feel safe living in Llys y Bryn and are able to raise concerns if they need to. We were told, *"I know I can raise a concern if I need to and it would be listened to by the staff and manager"* and *"Yes, I do feel safe living here, it's a very friendly home"*. Relatives also told us they feel comfortable raising concerns and know their loved one is safe *"I know I can speak to the manager with any concerns, and I will be listened to"* and *"I know my mum is safe"*. There are details of Carmarthenshire County Council's complaints procedure provided to people when they move into the service which is also displayed in communal areas.

Environment

The risks to people's health and safety are minimised. All visitors are required to sign in and out of the service. There are a range of maintenance checks and audits undertaken. Testing and servicing of firefighting, moving and handling equipment are completed within the required timescales. Personal Emergency Evacuation Plans (PEEPS) are individualised and readily available.

Communal areas and emergency exits are uncluttered and free from hazards. Substances harmful to health (COSHH) are stored safely. Emergency alarms are accessible for people to use and are responded to in a timely manner. The service is clean with no malodours.

In the main people are supported to achieve their personal outcomes. People's bedrooms are en-suite and are personalised according to their preferences and choices. Bedroom corridors are pleasantly decorated with pictures, and points of interest in some areas. However, a number of displays in the corridors are about positive words which are to aid and inform care workers rather than for the people living in the service. This has been raised with the manager and RI who will consult with people to gather their views about the displays and act on their feedback.

Notices are displayed on communal bathroom doors and at the entrance to a communal lounge which identify people's personal care and emergency evacuation needs. This has been discussed with the manager and RI and the notices have been removed from public view. There are bilingual signs throughout the service.

Some work has been undertaken to make the communal bathrooms more homely for people to use and enjoy their bathing experience. However, thought should be given how these can be further improved upon.

There are a number of small lounges and areas for people to sit and socialise or have peace & quiet. There is a coffee shop area which is well decorated and welcoming. This is open a couple of times a week and run by a volunteer. There is a shop area which is open periodically for people to purchase items. Outside of opening times people are still able to purchase items with support from staff. A mobile shop is currently being developed. There is a hairdressing salon with a hairdresser visiting weekly. People can also use the salon for private appointments with external hairdressers and care workers.

The communal gardens to the front of the service are well maintained with plants, shrubs and a water feature. However, the rear gardens are not as well maintained and need some attention. The manager told us there are plans being made to develop the rear gardens.

Leadership and Management

People can be assured there are comprehensive governance arrangements in place. The RI is in regular contact with the service and has undertaken Regulation 73 visits. CIW have received copies of the reports, which demonstrates the RI speaks to people and staff as part of the visits to the service. Staff and people confirmed this with us. There are a range of monitoring tools and audits undertaken. Actions from the audits are acted upon and reviewed regularly. There are good recruitment and selection processes in place. The correct clearances and checks are undertaken and documented before staff commence employment.

People are cared for by skilled, well trained and a supported management and staff team. The manager is experienced and registered with Social Care Wales and is assisted by a full-time deputy manager and a senior care team. Care workers receive regular documented supervision and an annual appraisal. Team meetings are well attended and informative. A range of mandatory and specific training is undertaken by care workers which has been confirmed by staff members we spoke with and the service's training matrix. One care worker told us *"I've had lots of training since starting work here, it's all really interesting"*.

The manager and deputy manager are well respected by care workers who told us *"This is a great place to work, I really enjoy it. [manager] and [deputy manager] are really good, they are very helpful and approachable and "I feel well supported by the manager and RI. The team work well together"*.

Care workers show a good understanding about their responsibility to protect the people living in the service and to report any concerns. Staff move and support people safely, and their individual needs are considered.

There are policies and procedures in place which are reviewed regularly. The Statement of Purpose reflects the service being provided and CIW are appropriately notified of incidents.

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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