



## 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**

13/04/2022

**Welsh Government © Crown copyright 2022.**

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk)*  
*You must reproduce our material accurately and not use it in a misleading context.*

## 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	12 September 2017
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

An experienced staff team provide care and support which is valued by people living in the service, their relatives and visiting professionals. The Responsible Individual (RI) has good oversight of the service through their Regulation 73 visits and quality audit tools. There is a new manager in post who has submitted their application to register with Social Care Wales.

The health and wellbeing of individuals is important to those working in the service. People and their relatives corroborate this. Care records provide a sense of the person but some details need to be updated. Care workers are well trained and knowledgeable about the people living in the service.

The environment is well maintained, clean with no malodours but communal bathrooms could be made more welcoming. There are appropriate infection prevention and control measures in place in line with current Public Health Wales guidance.

## Well-being

People are protected from the risk of harm and abuse. Care workers are knowledgeable, well trained and care about the individuals living in the service. They also have a good understanding of people's needs and how best to meet these. Whilst care records provide information about the requirements and preferences of people, details of the person's history could better inform care workers about the individual. The service liaises with health and social care professionals to make sure people remain as healthy as possible.

There are good recruitment, supervision and training procedures in place to ensure staff have the right skills, knowledge and approach to care. Staff recognise the new manager's experience and they are well supported by the RI. Care staff are clear on their responsibilities to protect people and are supported by policies, which are regularly reviewed and updated.

Appropriate infection prevention and control measures are in place and staff are clear about their role and responsibilities. The service is clean, well maintained albeit communal bathrooms could be made more welcoming.

People's choices and views are recognised. The RI seeks the views of individuals living and working in the service during Regulation 73 visits. People can personalise their bedrooms with items important to them such as furniture, ornaments, photographs and artwork. People have choices of meals and refreshments and are involved as much as possible in their care.

## Care and Support

Care staff have a good understanding of the individual needs and circumstances of the people living in the service. Interactions between staff and people are kind and caring, a worker told us; *“this is a lovely place to work, I love the residents, they are all like family”* and *“I enjoy coming to work, it has been very hard over the last two years but worth it to be able to care for the residents”*.

People are happy with the care they receive and compliment the staff, they told us, *“being here has helped so much, I am well on the way to being able to go back home”* and *“the carers are very kind, nothing is too much trouble for them”*. Family members are positive about the service and one told us, *“they [care workers] are looking after my father so well, they keep me updated and are always welcoming when I visit”*. Visiting professionals speak highly of the service and one said, *“staff are really helpful, they follow directions well”*.

There is a clear complaints procedure and all the people we spoke with tell us they feel safe living in Llys y Bryn and can raise a concern if they need to. One person told us; *“I would speak to one of the girls [care workers] if I had a concern”*. Relatives echo this opinion; *“I don’t have any concerns at this time but, if I did I would speak to the manager or one of the care staff”*. There is a clear complaints procedure included in the information given to people and / or their relatives on moving into the service. Notices in communal areas also explain how to make a complaint.

Care and support plans have good details and in the main give a sense of the individual. However, plans should accurately reflect the current needs of the person to ensure their care and support needs are met. This will also help workers have a better understanding of the person’s history. Where possible, people and or their representatives, sign their care plans to demonstrate they are involved in their care. Health and social care professionals are involved with people and this documented in their care records.

Care workers are unrushed and respond to requests from people in a timely manner. A proportion of the staff team are able to communicate in Welsh, which we observed during the inspection.

The kitchen has a five star food hygiene rating with varied menus offering daily choices. Menus are updated according to the season and in consultation with people. Meal times appear to be a very positive and an enjoyable social event. Meals are well presented, hot and choices readily available. One person told us *“the food is very good, lots of choices too”*

The service promotes hygienic practices to reduce the risk of infection. Staff wear appropriate PPE and adhere to the current Public Health Wales (PHW) Guidance.

## Environment

There are arrangements in place to minimise risks to people's health and safety. Testing and servicing of fire-fighting and moving & handling equipment are completed within the required timescales. Personal Emergency Evacuation Plans (PEEPS) are individualised and readily available. Emergency alarms are accessible and when activated are responded to in a timely manner.

Infection prevention and control measures are in place, there are sanitation and PPE stations located throughout the service. COVID-19 testing procedures are in place for all visitors. Appropriate and safe measures are in place to facilitate relatives and friends to visit. This is kept under review. Substances hazardous to health are stored safely and communal areas are uncluttered and free from hazards. Domestic staff have the appropriate equipment to carry out their tasks safely. Suitable arrangements are in place for the washing and drying of people's laundry. There are thorough maintenance checks, servicing and audits in place. The environment is clean and free from malodours.

In the main, the environment supports people to achieve their personal outcomes. The environment has been reconfigured during the Pandemic to meet the needs and safety of those living and working in the service. There are a number of areas for people to meet and socialise. People's bedrooms are personalised with items of furniture, ornaments and photographs. The communal bathrooms, whilst clean look clinical and not very welcoming for people to enjoy a bath. Records of people's mobility status and associated risk assessments are located on the front of people's bedrooms doors and other personal care records are hung outside their bedrooms. It is recognised this information may have been required during the height of the Pandemic, however, they should now be moved to a more private location.

Relatives are involved with the communal gardens and grounds, which are well maintained and offer areas for people to socialise outside and enjoy during warmer weather.

## Leadership and Management

There are robust governance arrangements in place. The RI is in regular contact with the service and has undertaken the three monthly Regulation 73 visits. CIW have received copies of their reports, which demonstrates they speak to people and staff as part of the visits to the service. Staff and people confirmed this with us, one said; “[RI] visits the service regularly and always spends time talking to the residents and staff”. There are a range of monitoring tools and audits undertaken. Actions from the audits are acted upon and reviewed regularly. The new manager feels supported by the RI. They have received a handover of the service from the previous manager, an induction and supervision from the RI since commencing in the role.

Staff are competent and knowledgeable about the people living in the service. They attend a range of mandatory and service specific training and records confirm this. Care workers told us about the training they attend and demonstrate a good understanding of their role in the protection of individuals. Personnel records show they receive a good induction, have regular supervision and an annual appraisal. A care worker told us “I’ve have supervision every three months”. Staff files are well organised and hold the majority of the required documentation. Contracts of employment are held in the Human Resources department but should be readily available for inspection.

Staff speak positively about the manager and welcome her experience of working in the service prior to her promotion. Care workers told us “she[manager] knows how hard the carers work as she’s been one herself” and “She brings a lot of experience, is very approachable and caring”. People, their relatives and visiting professionals value the leadership and management of the service. They told us “[manager] is very good, she is very professional and enthusiastic” and “I like the new manager, she seems to be very good at her job”.

Staff follow appropriate infection prevention and control measures and are able to explain their responsibilities in reducing the spread of COVID-19. There are up to date and regularly reviewed policies and procedures in place to support staff.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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 inspection	N/A



**Date Published** 24/05/2022